CAPITA
FINANCIAL SOFTWARE

quaysoftware

Client Care Desktop v4.0

Advanced CCD and
Administration
Client Care Desktop V4

CAPITA
FINANCIAL SOFTWARE

quaysoftware

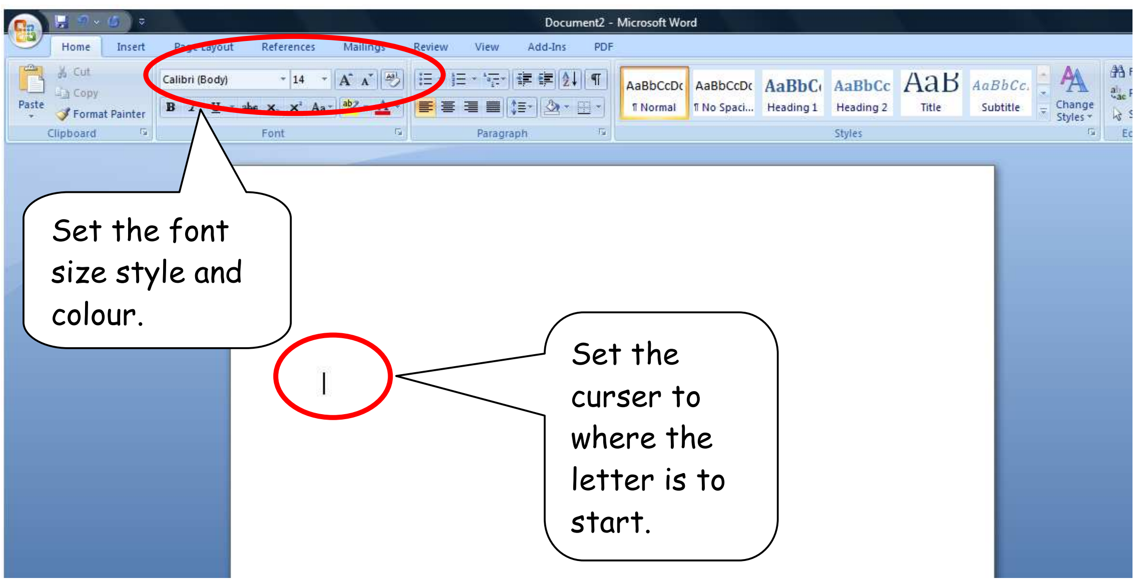
Table of Contents

1. STORING YOUR COMPANY DOCUMENTS AND REQUIREMENTS

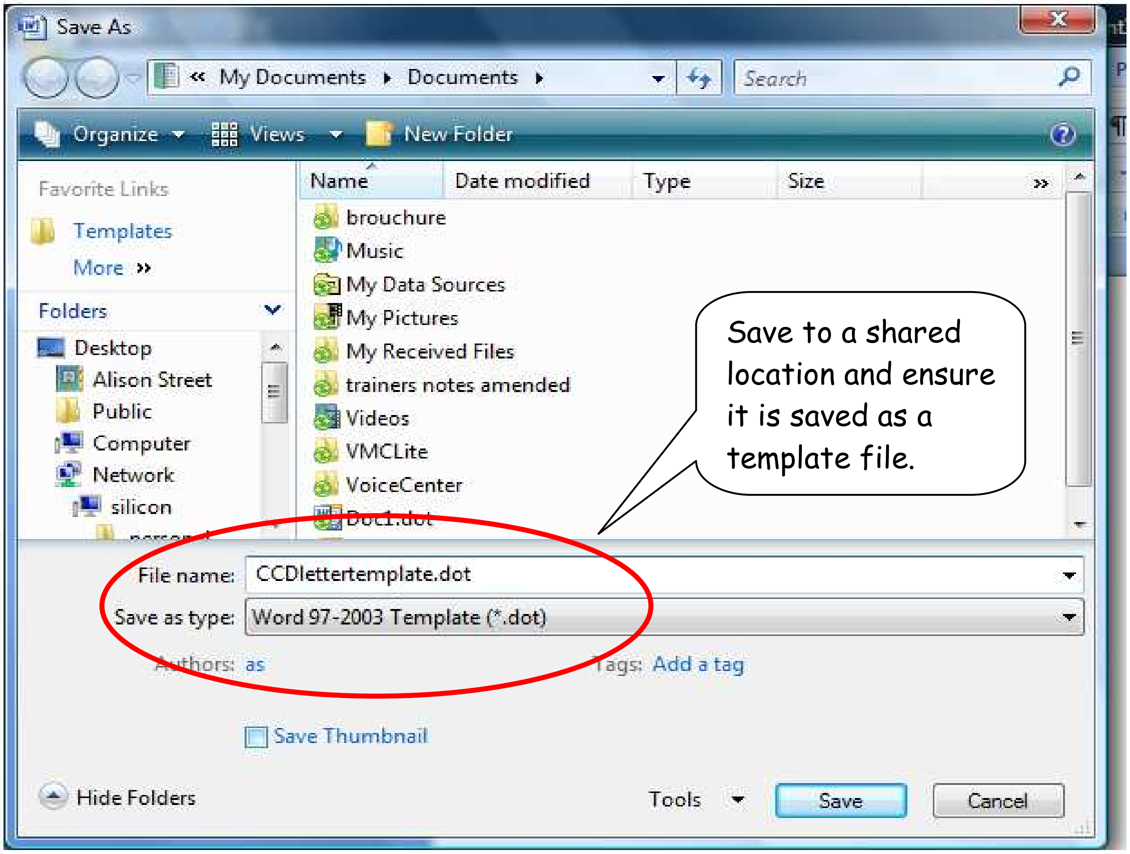
CCD will allow you to store copies of all your standard letters for ease of use and storage. Before you can use these letters some set up is required.

Firstly, if you have a preferred format that you like your letters to be produced in i.e. a company setting for font style, size and colour it is possible to direct your CCD to a pre-saved MS Word template. This ensures that when letters are output from CCD to MS Word they will appear in the company default format.

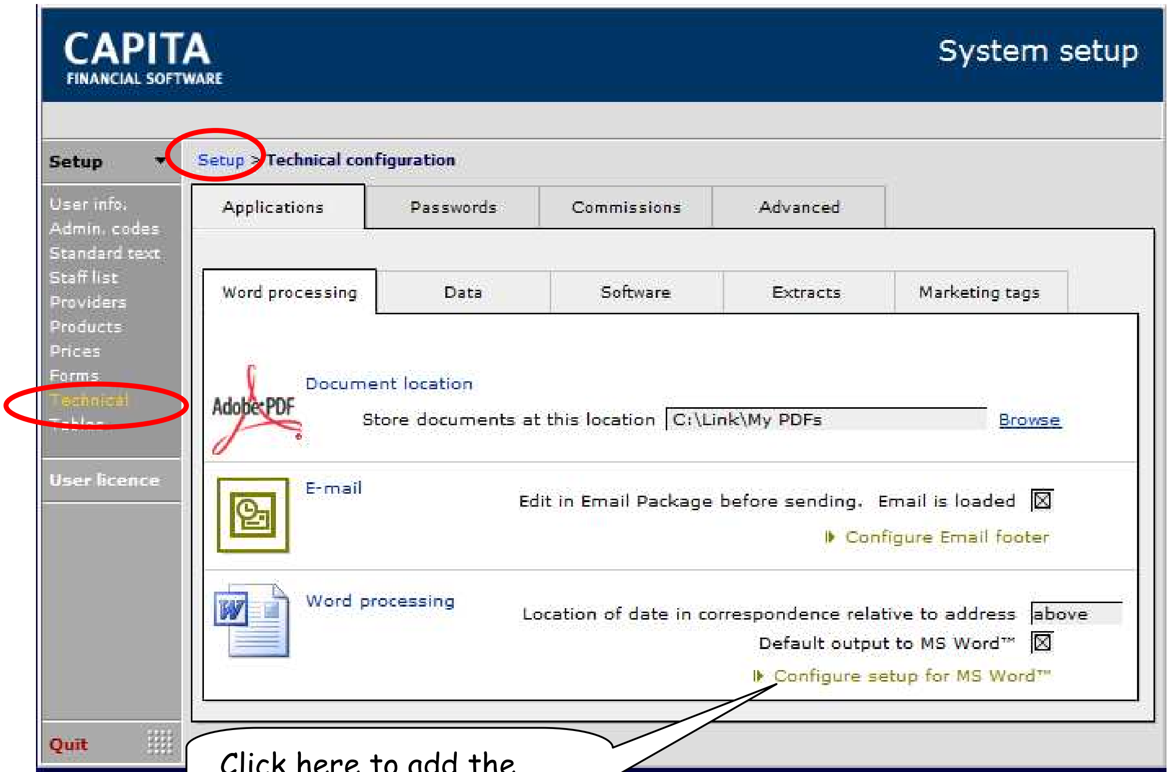
You must first set up a Word document Template (.dot) file. Go into a blank MS Word document set the font style size & colour, set tabs and leave the curser flashing where printing is to start (below any printed letter head).

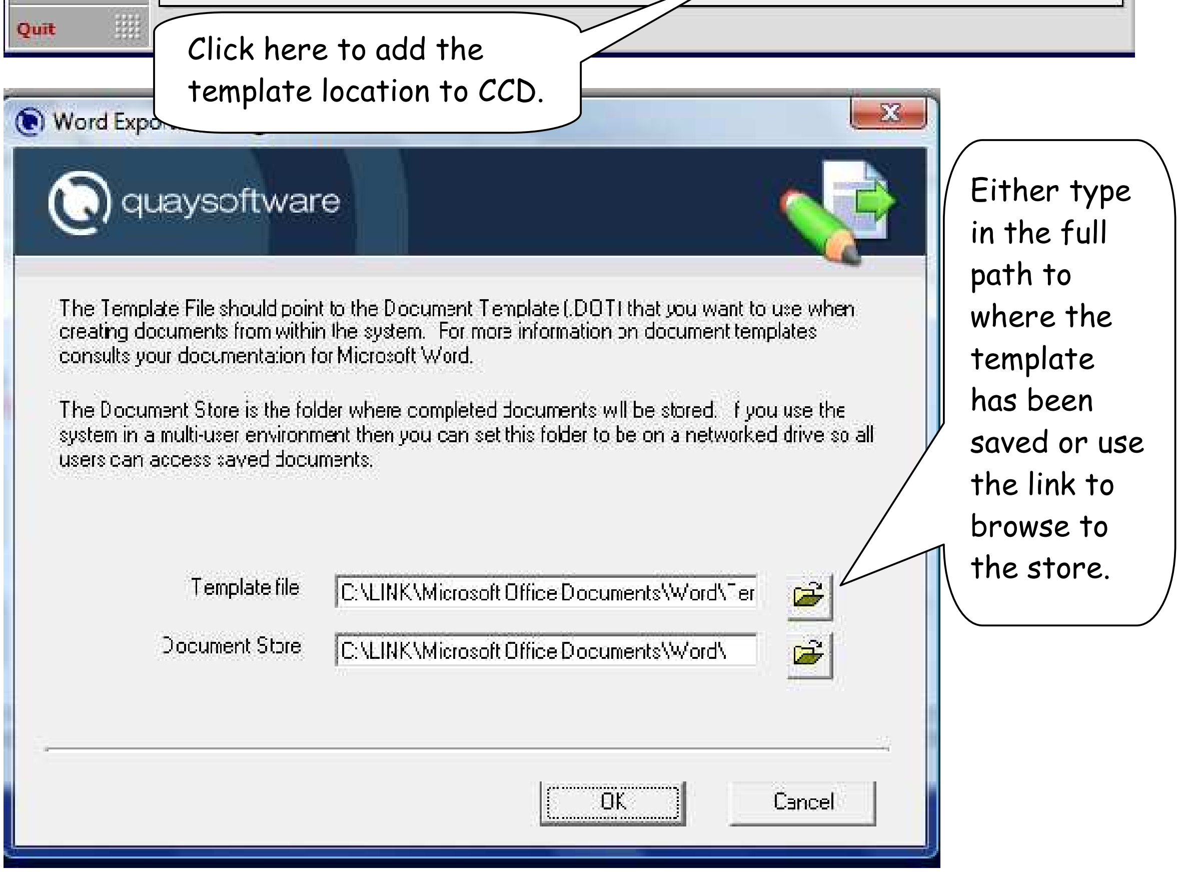


Once the template is set, save it as a template to a shared location. (The template needs to be accessible to all CCD users).



Open up CCD and go to the set-up module.

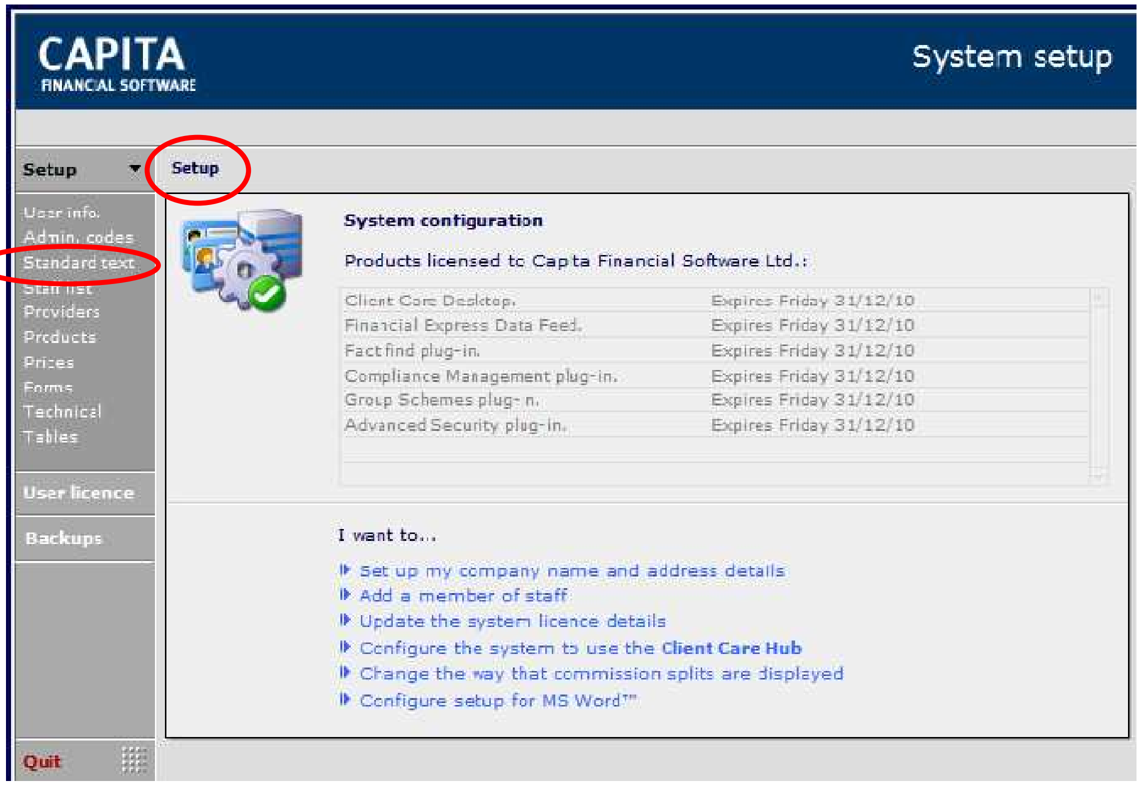

CAPITA
FINANCIAL SOFTWARE
System setup
Setup
Setup > Technical configuration
User info.
Admin. codes
Standard text
Staff list
Providers
Products
Prices
Forms
Technical
User licence
Quit
Applications
Passwords
Commissions
Advanced
Word processing
Data
Software
Extracts
Marketing tags
Adobe PDF
Document location
Store documents at this location
C:\Link\My PDFs
Browse
E-mail
Edit in Email Package before sending. Email is loaded
Configure Email footer
Word processing
Location of date in correspondence relative to address
above
Default output to MS Word™
Configure setup for MS Word™
Click here to add the template location to CCD.


quaysoftware
The Template File should point to the Document Template (.DOT) that you want to use when creating documents from within the system. For more information on document templates consults your documentation for Microsoft Word.
The Document Store is the folder where completed documents will be stored. If you use the system in a multi-user environment then you can set this folder to be on a networked drive so all users can access saved documents.
Template file
C:\LINK\Microsoft Office Documents\Word\Ter
Document Store
C:\LINK\Microsoft Office Documents\Word\
OK
Cancel
Either type in the full path to where the template has been saved or use the link to browse to the store.

The location of your letter template has now been saved to CCD.

2. STORING YOUR STANDARD LETTERS IN CCD

To add new standard letters to your CCD go to the set-up module and the standard text section.



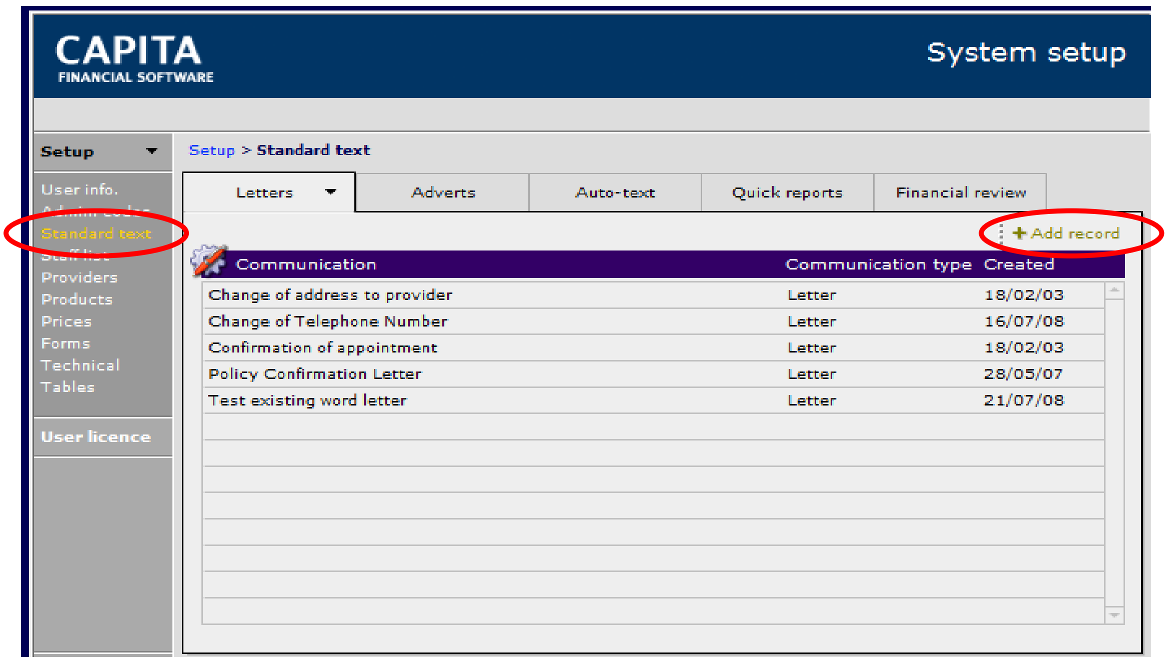
There are 4 ways to add letters to CCD

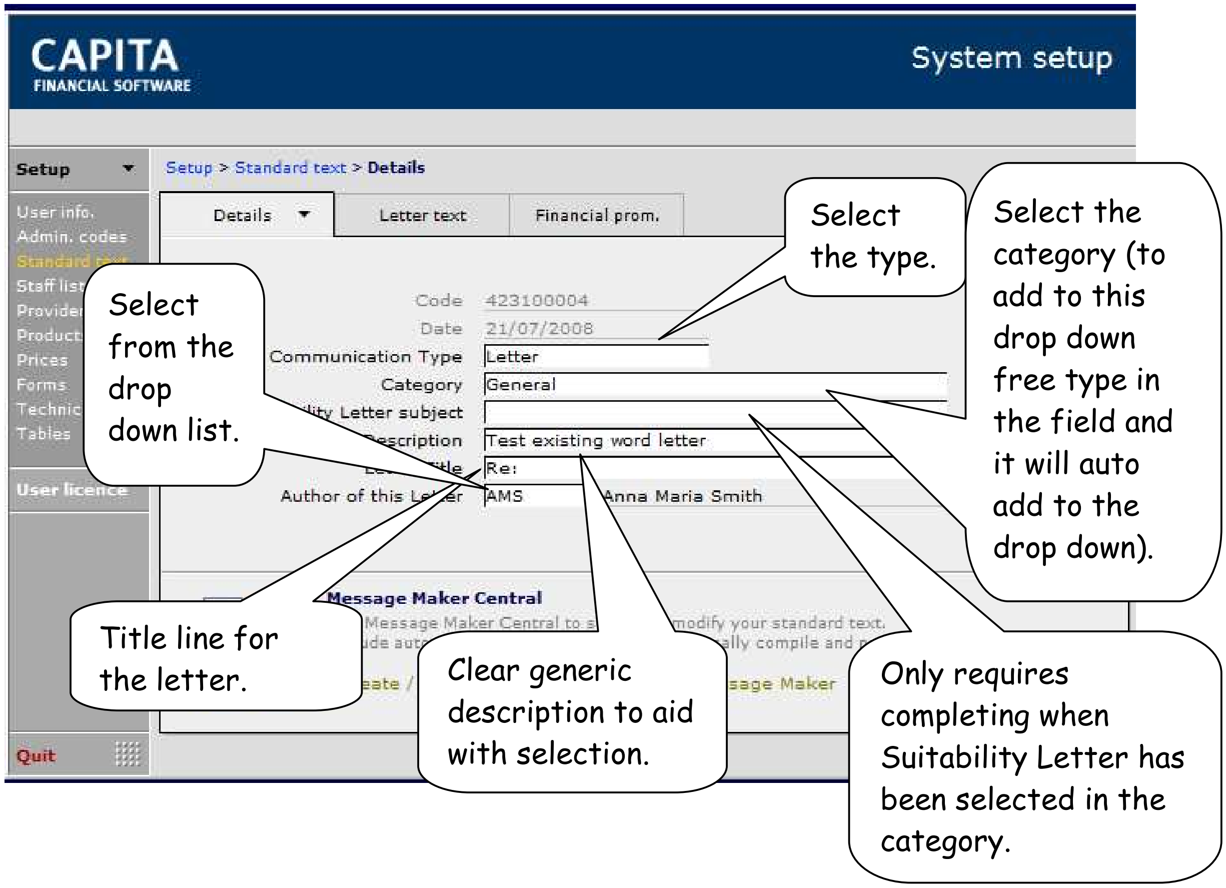
1. Copy and paste existing word letters.
2. Type new standard letters
3. Use the Message Maker function to create letters that include merge fields from information added to the clients, holdings or providers files.
4. Use existing word letters and via the message maker function add the merge fields.

Remember when adding a letter to CCD you only need to start the letter after the salutation line, CCD will automatically address and date the letter, the correct salutation will be selected from information already added to the clients file.

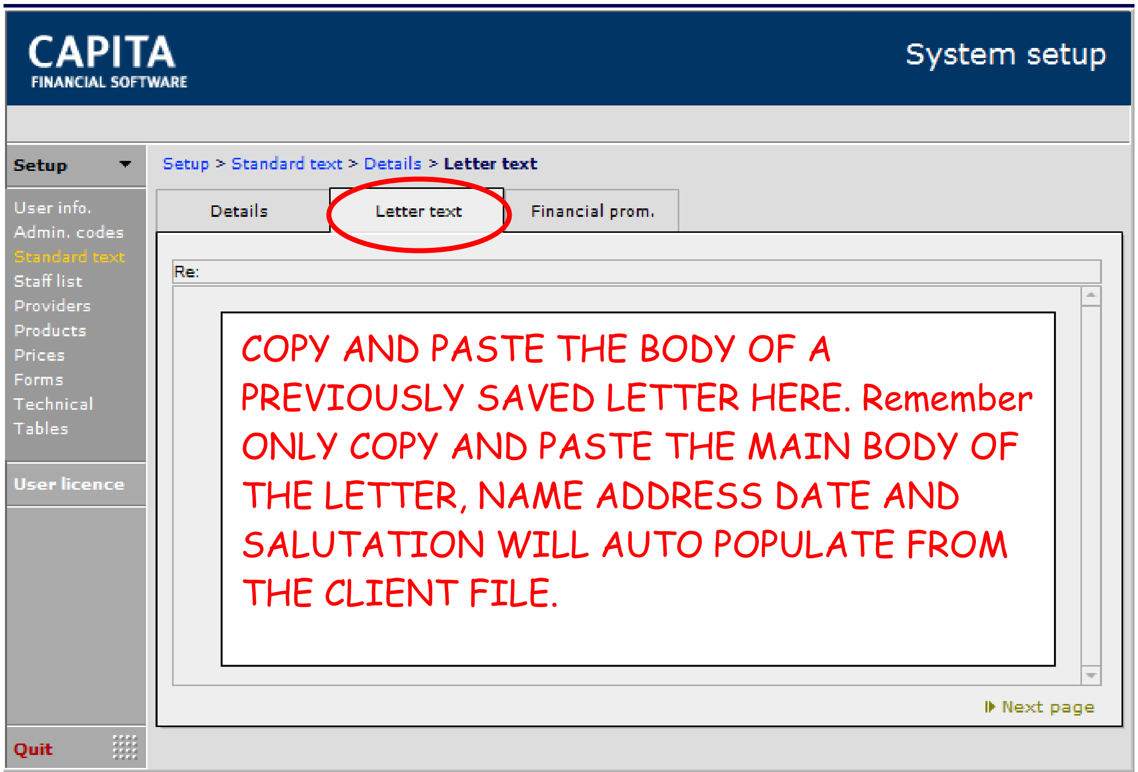
2.1. Copy and Paste existing word letters

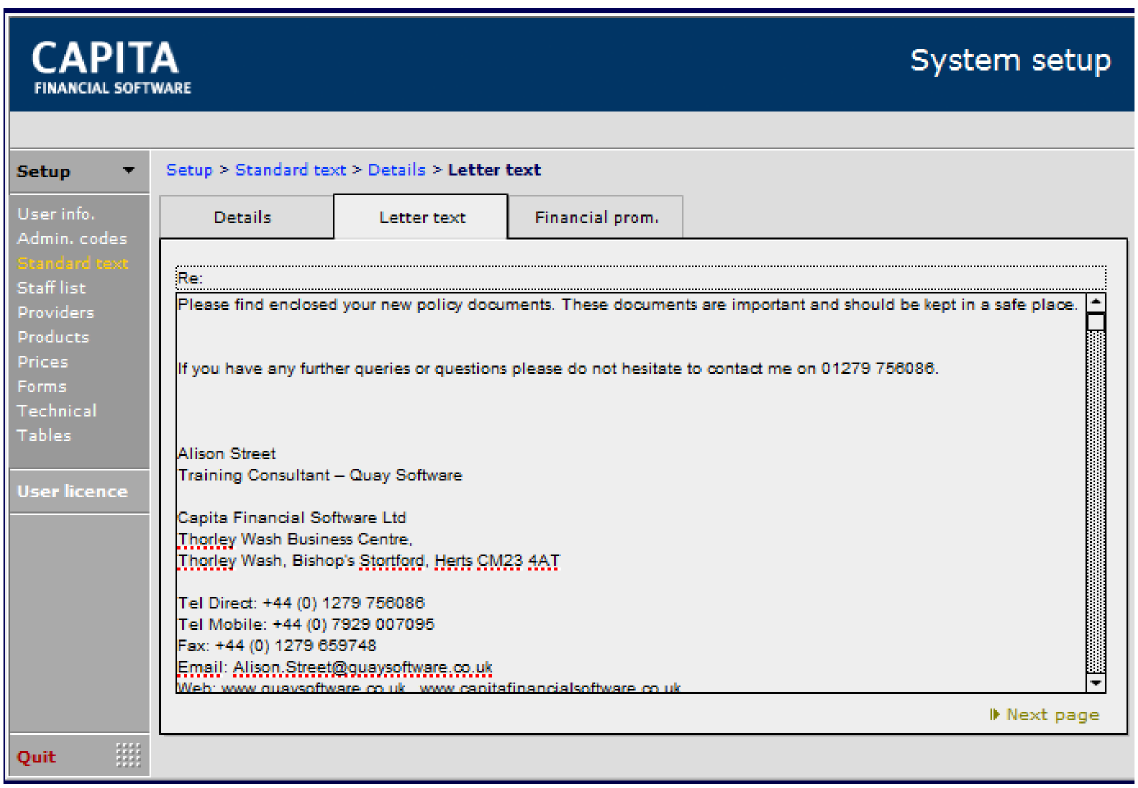
If you already have letters saved on your system there is no need to retype the body of the letter this can be copy and pasted into the standard letter section of CCD.



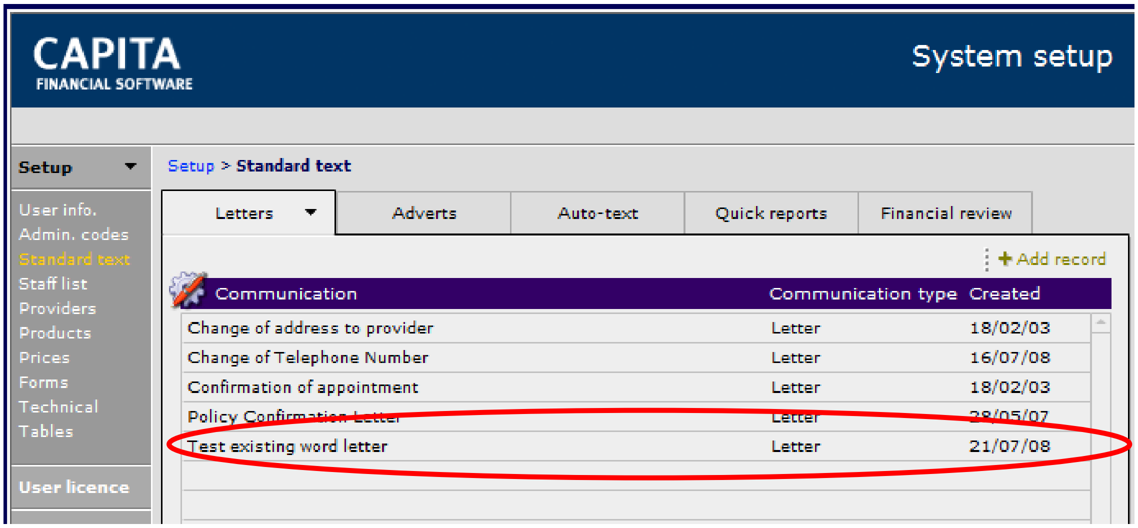


Once all the details have been added go to the letter text tab.


CAPITA
FINANCIAL SOFTWARE
System setup
Setup
User info.
Admin. codes
Standard text
Staff list
Providers
Products
Prices
Forms
Technical
Tables
User licence
Quit
Setup > Standard text > Details > Letter text
Details
Letter text
Financial prom.
Re:
COPY AND PASTE THE BODY OF A PREVIOUSLY SAVED LETTER HERE. Remember ONLY COPY AND PASTE THE MAIN BODY OF THE LETTER, NAME ADDRESS DATE AND SALUTATION WILL AUTO POPULATE FROM THE CLIENT FILE.
Next page

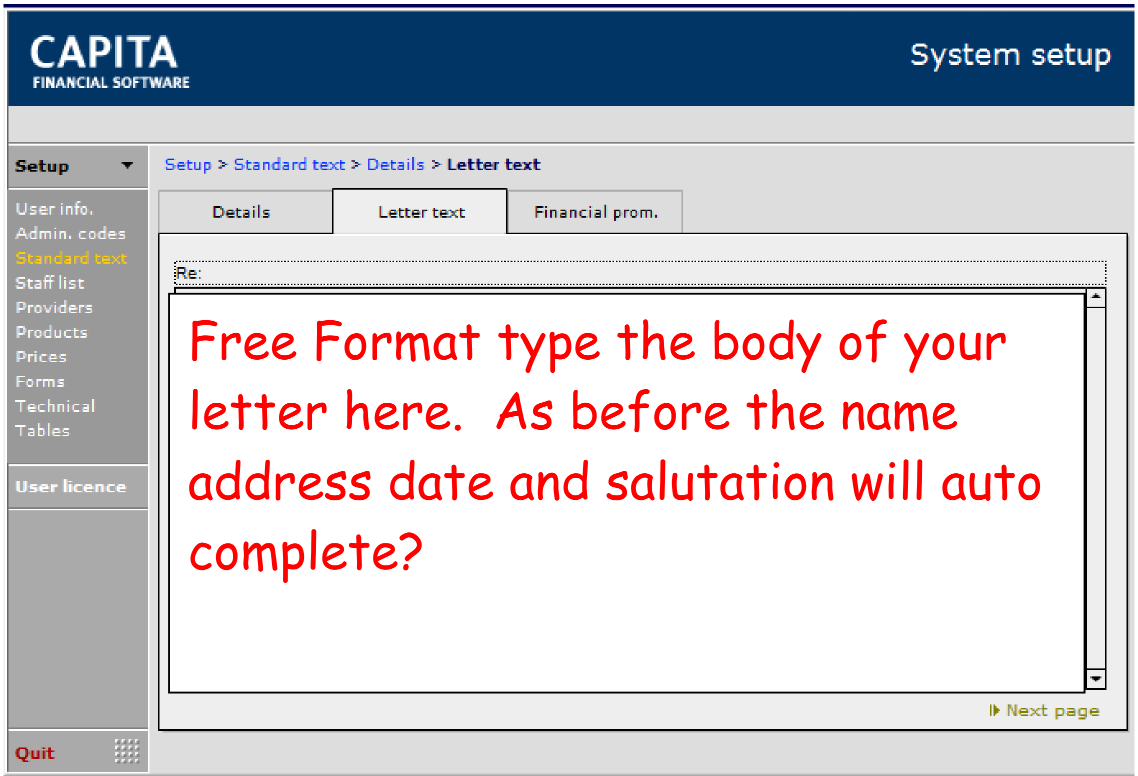

CAPITA
FINANCIAL SOFTWARE
System setup
Setup
User info.
Admin. codes
Standard text
Staff list
Providers
Products
Prices
Forms
Technical
Tables
User licence
Quit
Setup > Standard text > Details > Letter text
Details
Letter text
Financial prom.
Re:
Please find enclosed your new policy documents. These documents are important and should be kept in a safe place.
If you have any further queries or questions please do not hesitate to contact me on 01279 756086.
Alison Street
Training Consultant – Quay Software
Capita Financial Software Ltd
Thorley Wash Business Centre,
Thorley Wash, Bishop's Stortford, Herts CM23 4AT
Tel Direct: +44 (0) 1279 756086
Tel Mobile: +44 (0) 7929 007095
Fax: +44 (0) 1279 659748
Email: Alison.Street@quaysoftware.co.uk
Next page

The letter is now available for selection in the clients/holdings module.

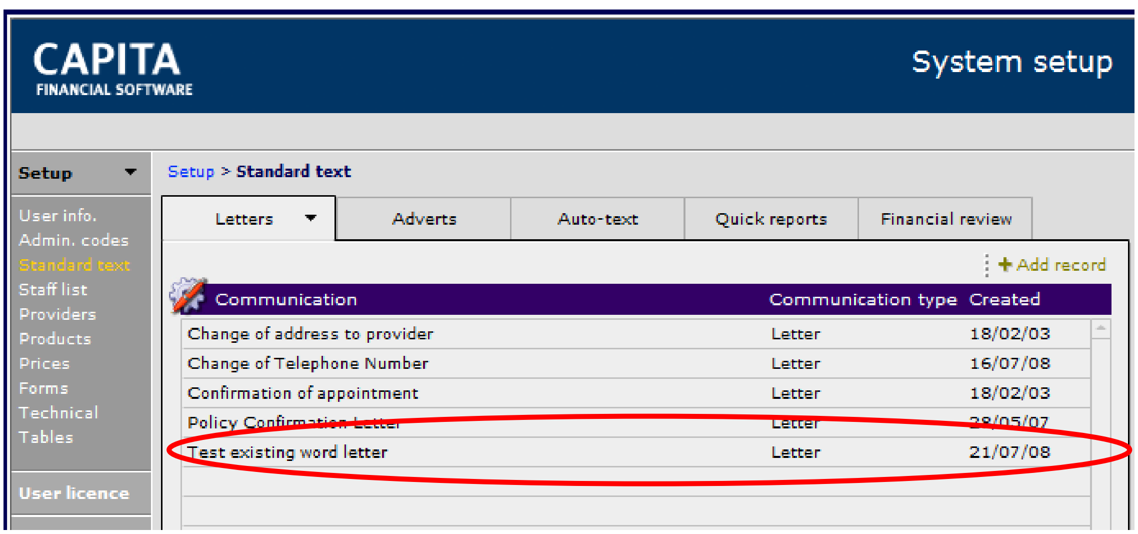


2.2. Type in a new standard letter

And complete the letter identification fields as above.

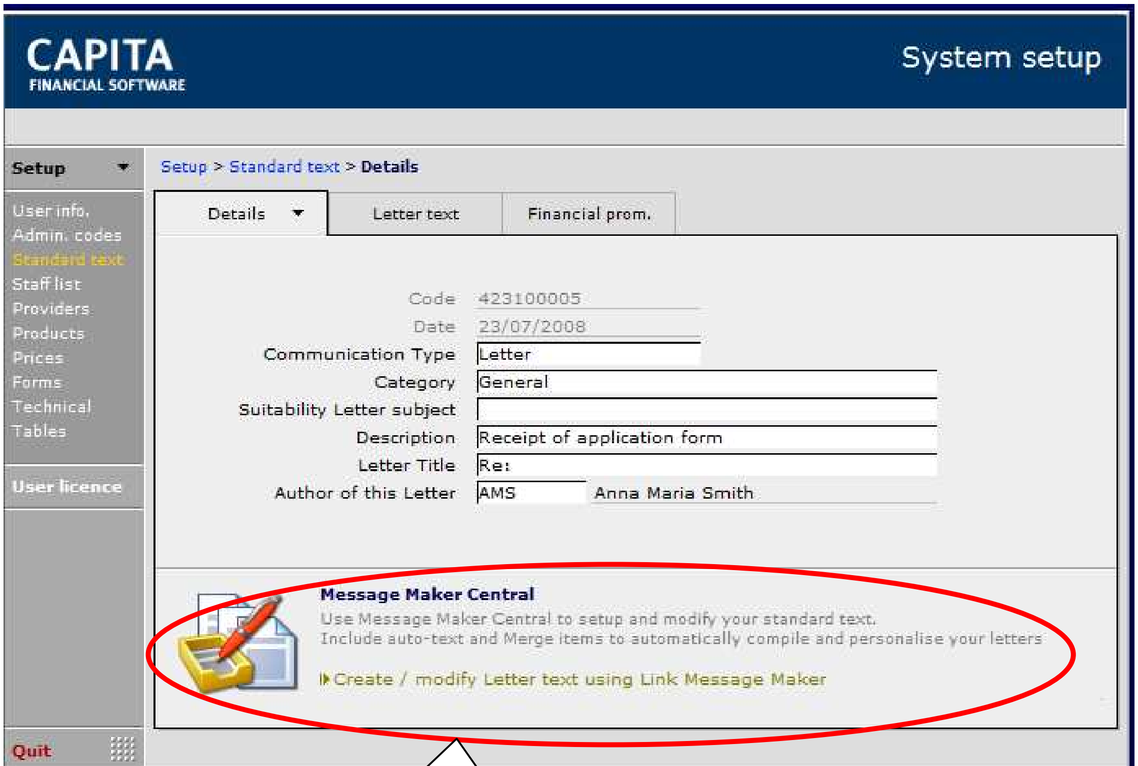


The letter is now available for selection in the clients/holdings module.



3. SETTING UP A LETTER USING MESSAGE MAKER

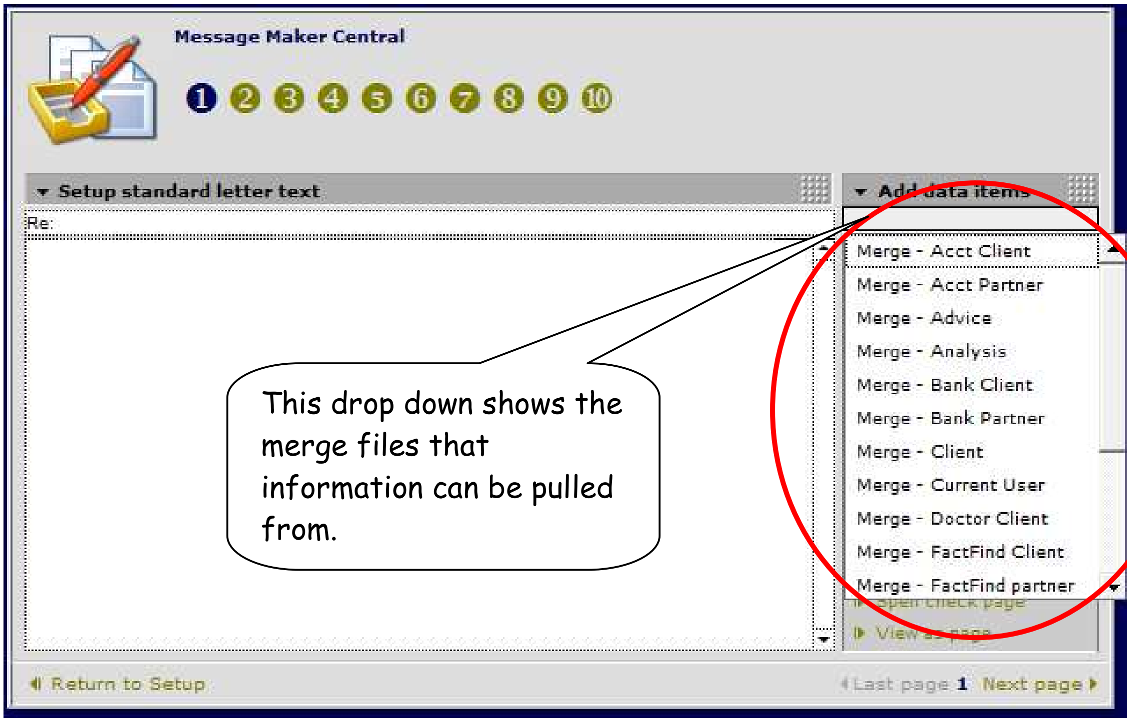
The advantages to using the message maker function in CCD is that information that has been entered on the clients or holding file can be inserted into a standard letter, individually tailoring standard letters.

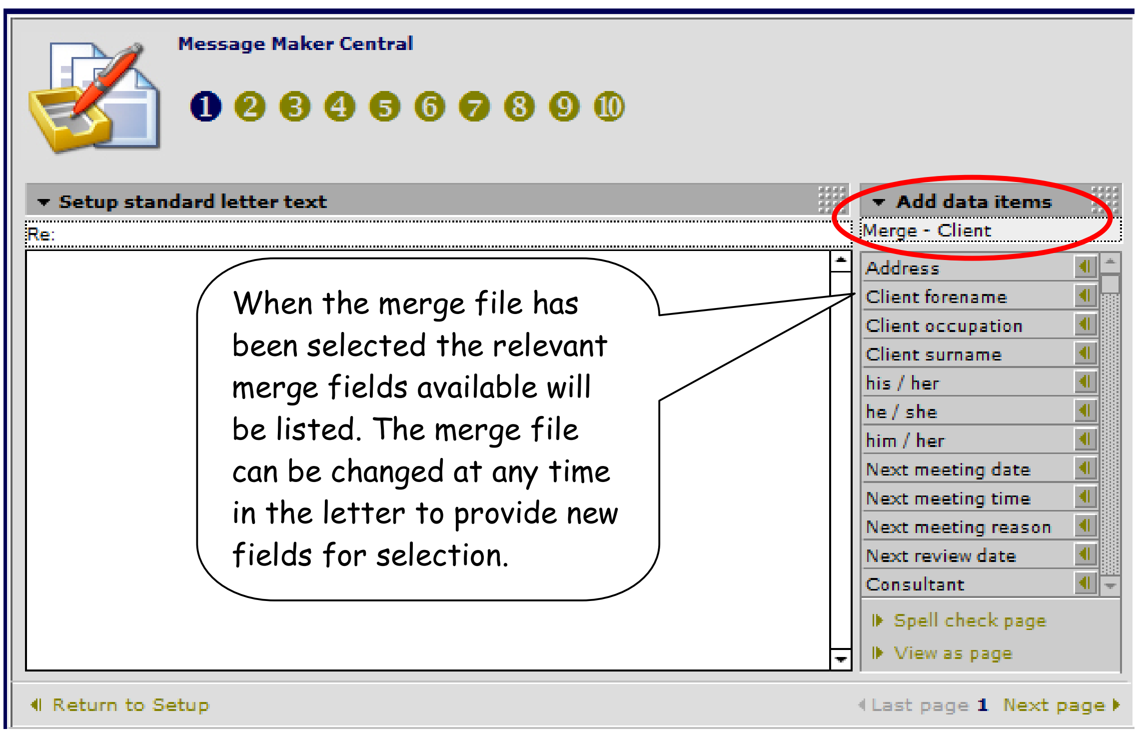


Complete the letter identification details above as before and then click onto the

Create / modify Letter text using Link Message Maker

This will take you to the message maker screens.


Message Maker Central
Setup standard letter text
Add data items
Re:
Merge - Acct Client
Merge - Acct Partner
Merge - Advice
Merge - Analysis
Merge - Bank Client
Merge - Bank Partner
Merge - Client
Merge - Current User
Merge - Doctor Client
Merge - FactFind Client
Merge - FactFind partner
This drop down shows the merge files that information can be pulled from.
Return to Setup
Last page 1 Next page


Message Maker Central
Setup standard letter text
Add data items
Re:
Merge - Client
Address
Client forename
Client occupation
Client surname
his / her
he / she
him / her
Next meeting date
Next meeting time
Next meeting reason
Next review date
Consultant
Spell check page
View as page
When the merge file has been selected the relevant merge fields available will be listed. The merge file can be changed at any time in the letter to provide new fields for selection.
Return to Setup
Last page 1 Next page

Draft a copy of the letter that you want to save with merge fields so that you can decide which fields and where you require. This is a letter to confirm to the customer that you have received their application form for a mortgage.

The words in *italics* are the merge fields.

Re:/title - needs the *provider name – product type* – application.

I can confirm safe receipt of your "*provider name" "product type*" application form.

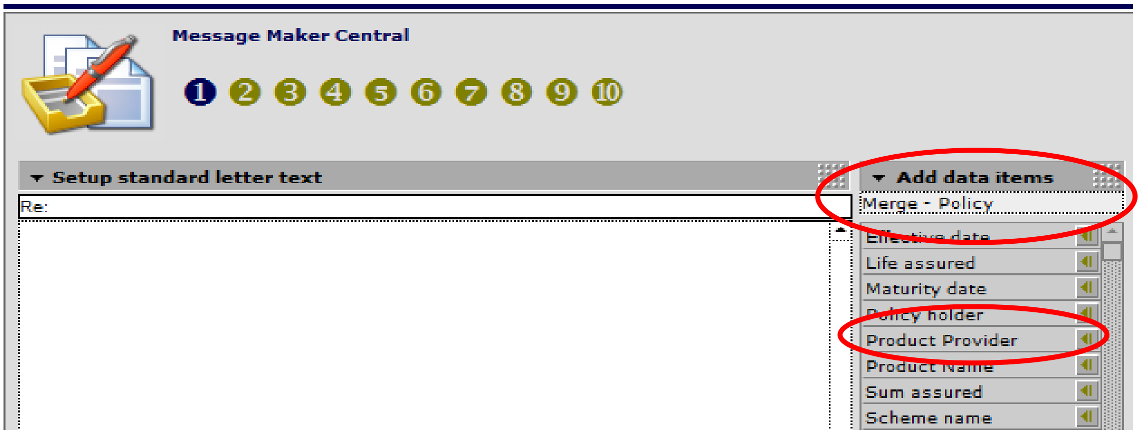
I have forwarded this to "*provider"* and will update you with the progress of this application.

If you have any further questions please do not hesitate to contact me on 01279 756086.

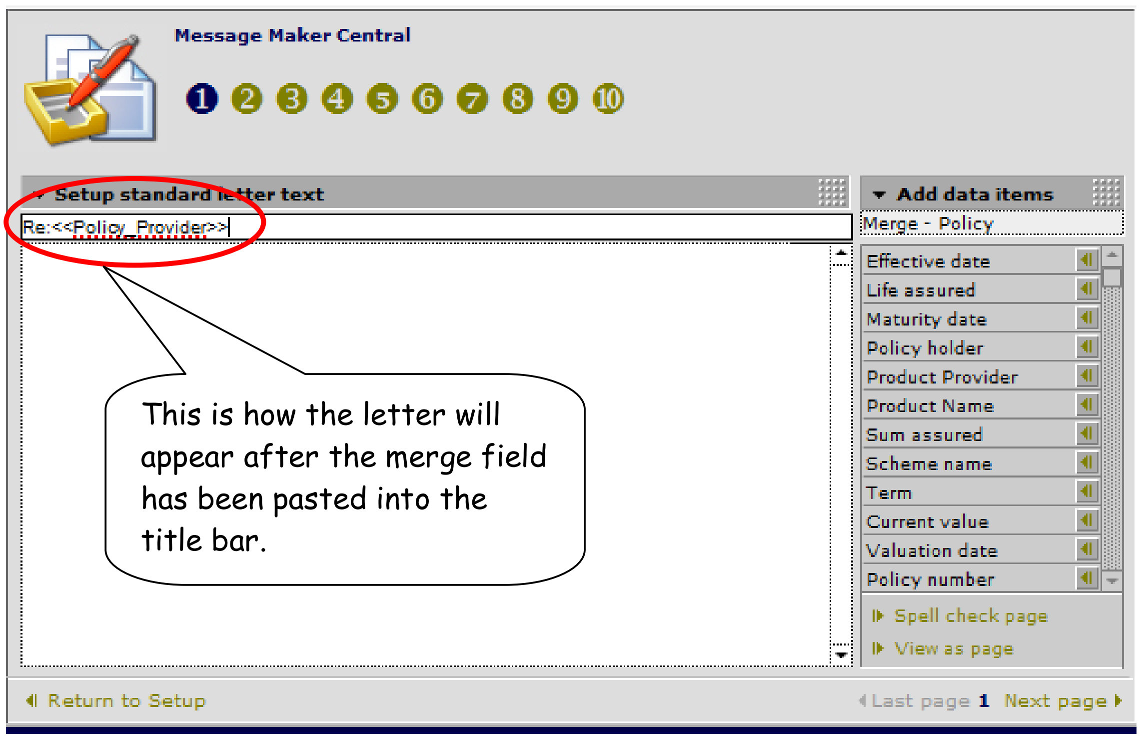
Yours sincerely

Adviser name.

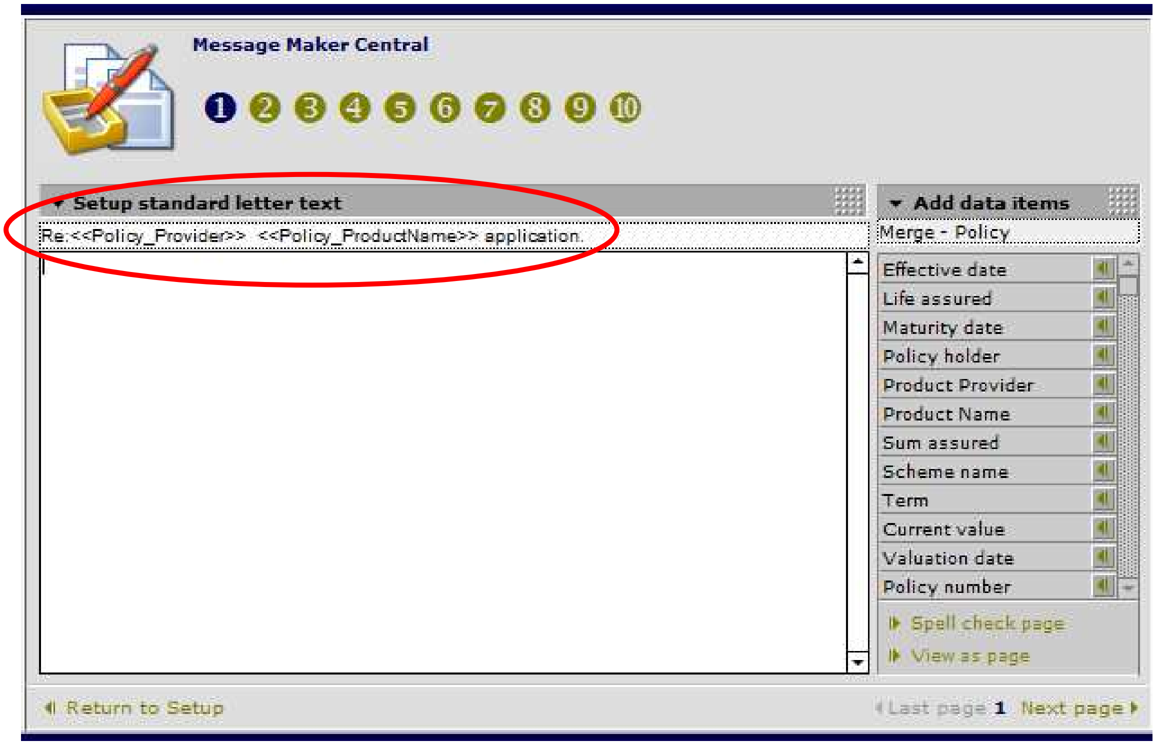
The first part of the letter is the title line, look at the information that you want to pull from the main CCD system and look down the list of merge files available to decide where this information will be stored. We want the provider name and product type. This information will be held in "policy" merge file. Select policy and then the merge fields available will show below the merge file name.



Locate the merge field that you require (in this case it is the Product Provider) and click into the yellow/gold arrow to the right of the field name. Then place your cursor in the title line where you want the merge field inserted and right click and paste.

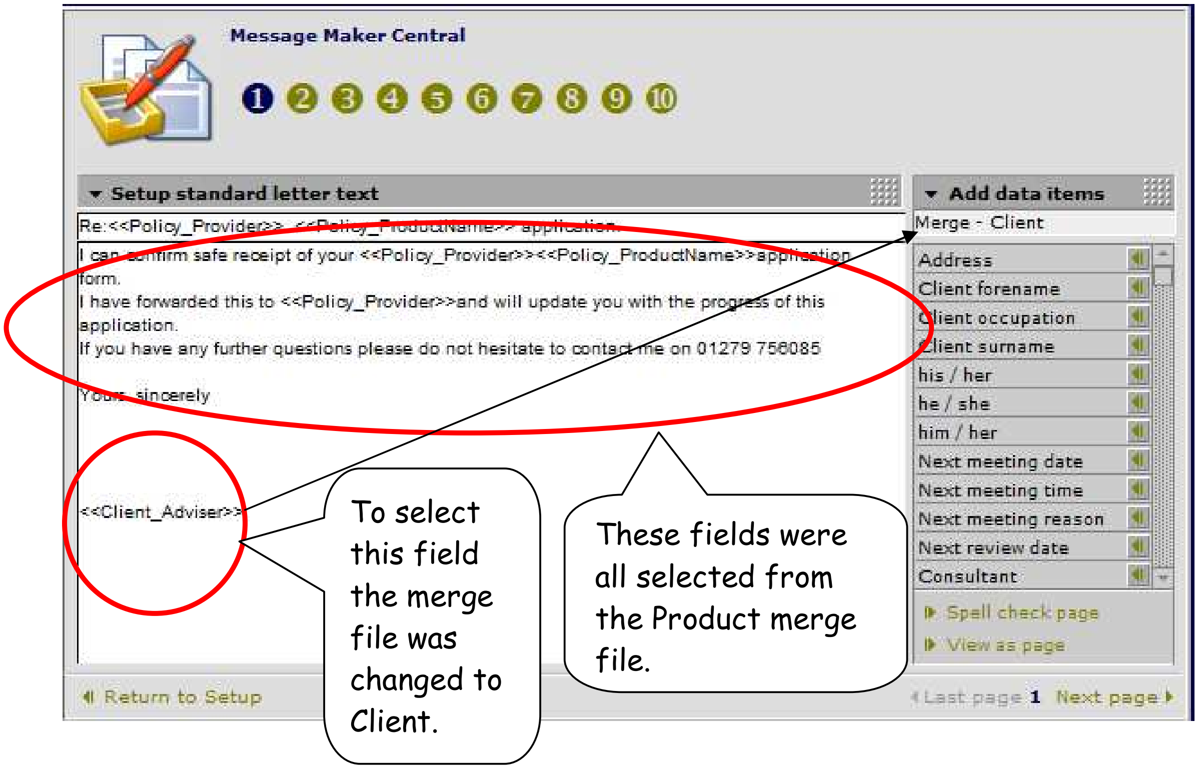


We now require the product name so repeat this process and then manually type application after the 2nd merge field has been added.



Now we have completed the title line, the body of the letter can be typed in. Remember there is no need to type or leave space for the name, address, date and salutation, CCD will insert this information automatically.

To insert a merge field in a letter as you type, unlike the title bar, there is no need to copy and paste the merge field, as you reach the place in the letter where the merge field is required just click onto the merge field name from the right hand drop down and it will place it in the letter where your curser currently is, and you can continue to type.



This letter will now be saved and is available for selection.

The final way of setting up a standard letter is where you may have a word document saved with blank spaces that require information to be typed in. These letters can be copied and pasted into CCD and "merge fields" can then be inserted into the letter.

3.1. Copy of a letter saved in MS Word

Dear

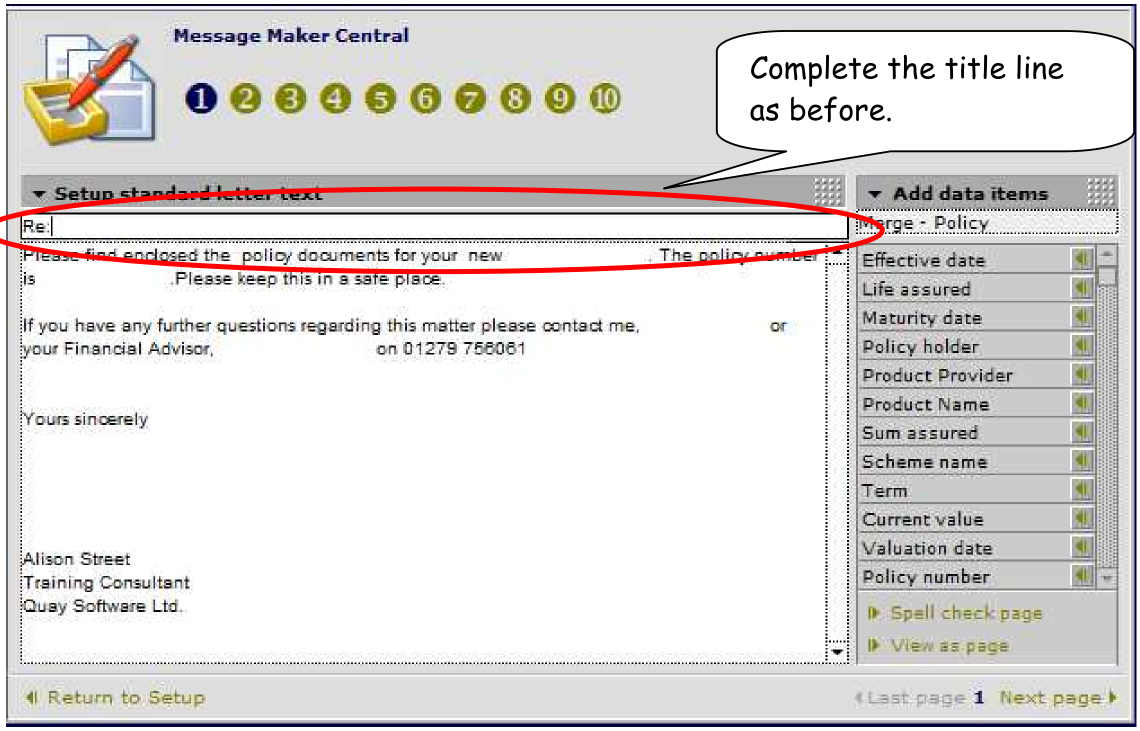
Please find enclosed the policy documents for your new . The policy number is .Please keep this in a safe place.

If you have any further questions regarding this matter please contact me, or your Financial Advisor, on 01279 756061

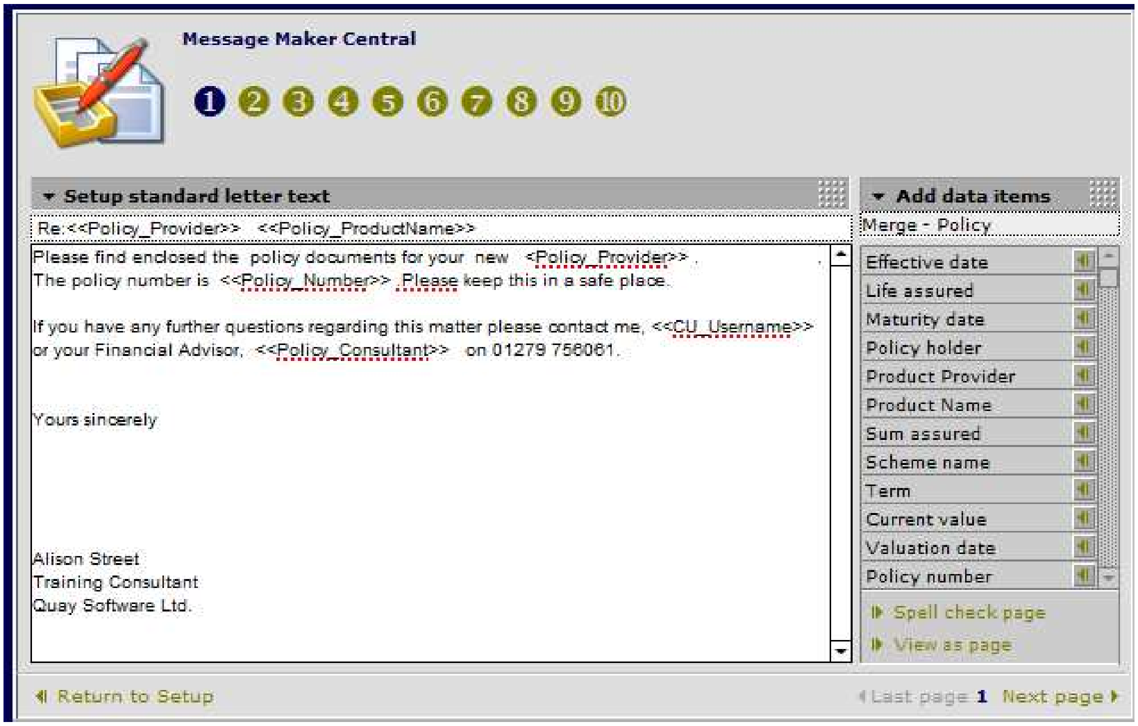
Yours sincerely

Alison Street
Training Consultant

Copy and paste this letter into ▸Create / modify Letter text using Link Message Maker



To insert the merge fields into the blank spaces in the body of the letter use the same method as when a field is inserted into the title line. Select the field you wish to merge, click onto the gold arrow, and place the curser where you want the field to be inserted right click and copy.

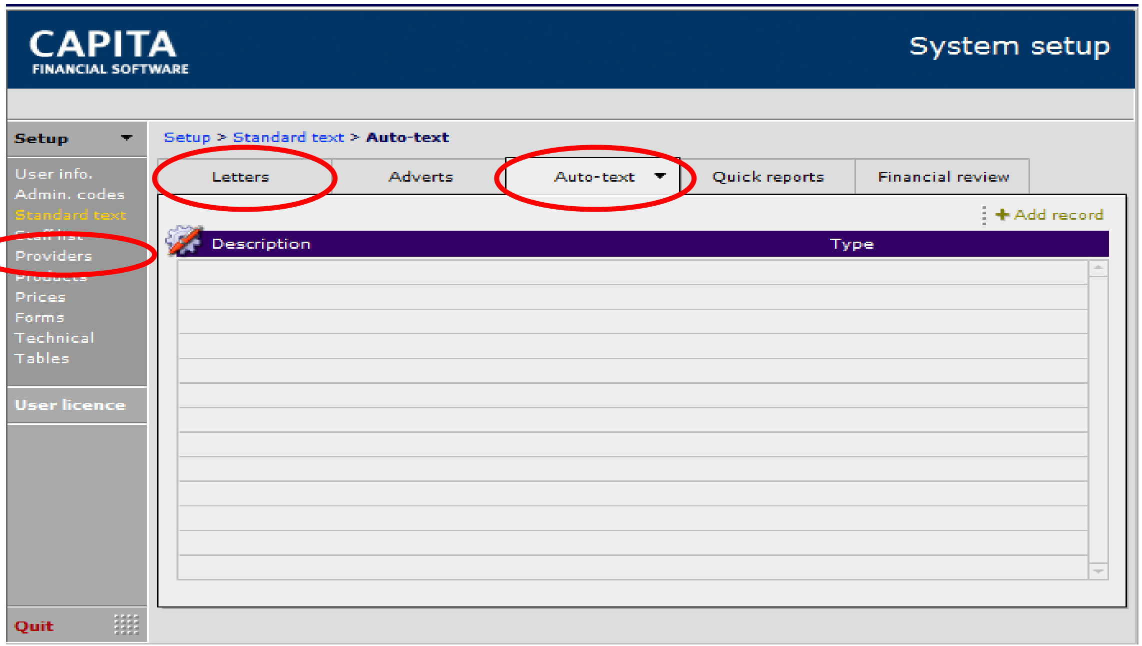


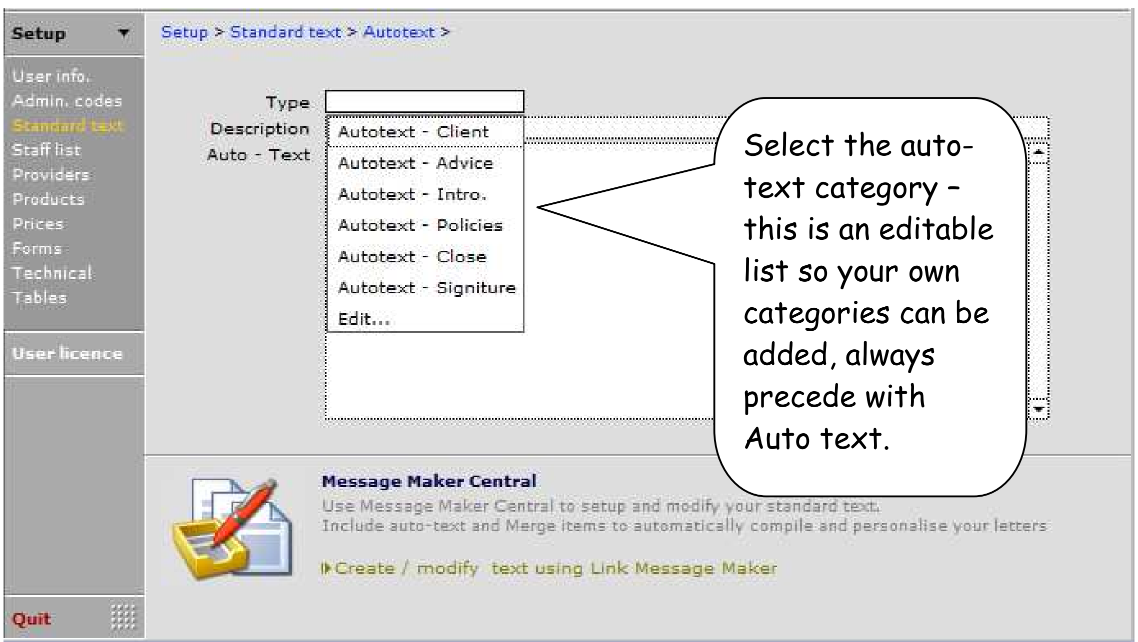
4. AUTO-TEXT

An auto-text is a line or paragraph of text, which is used regularly.

Instead of manually typing the text each time, it can be recorded as a standard in the system and then added as required to your letter.

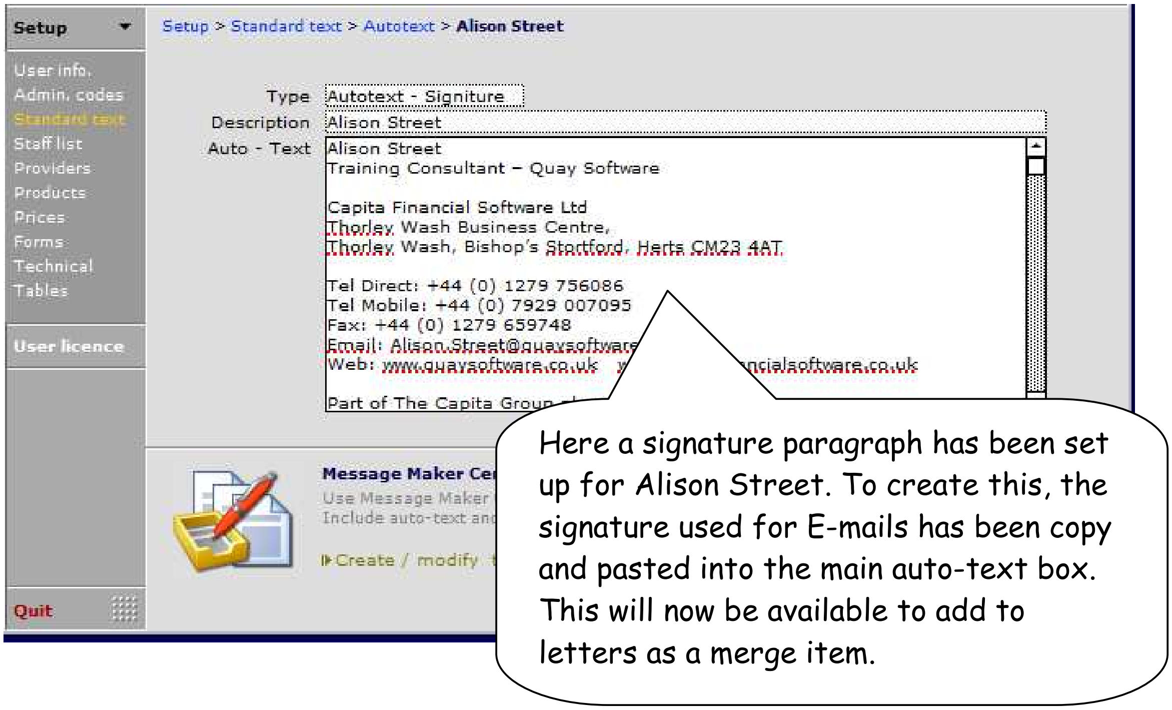
To add an Auto-text got to Set-up – standard text – Auto-text.



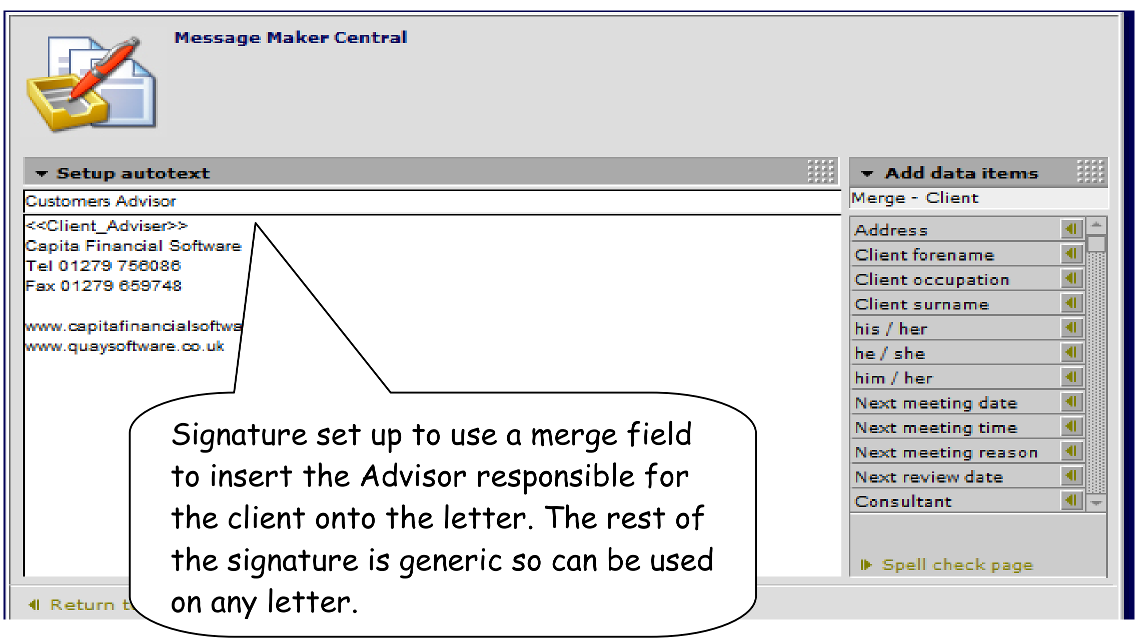


As with letters there are 2 methods of creating auto-text, copy and paste or free type into the main Auto-text box or use the Create / modify text using Link Message Maker link to add merge fields to a standard paragraph or sentence.

4.1. Copy and paste or free format type

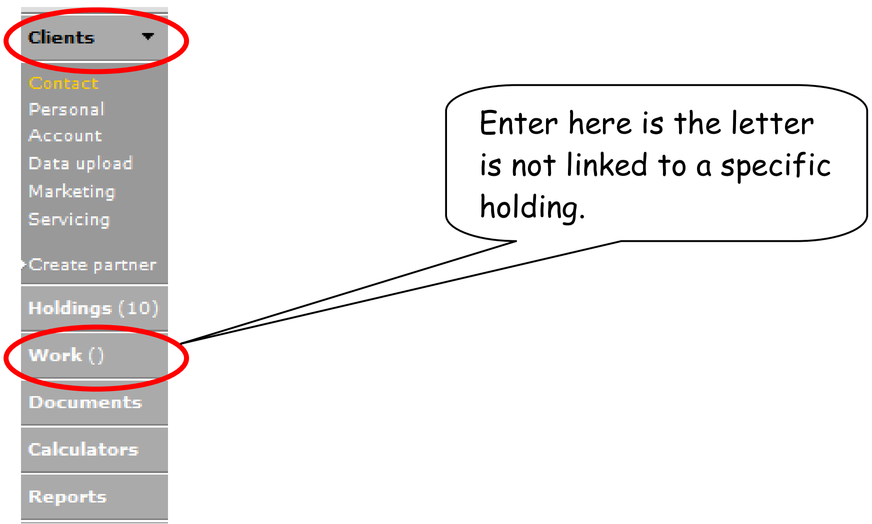


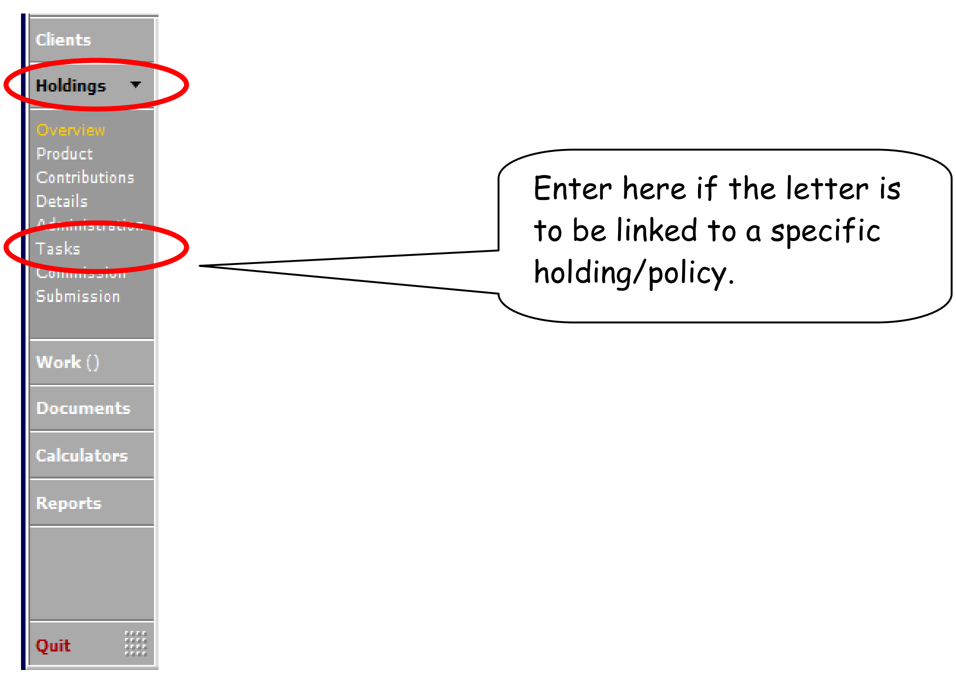
Create / modify text using Link Message Maker



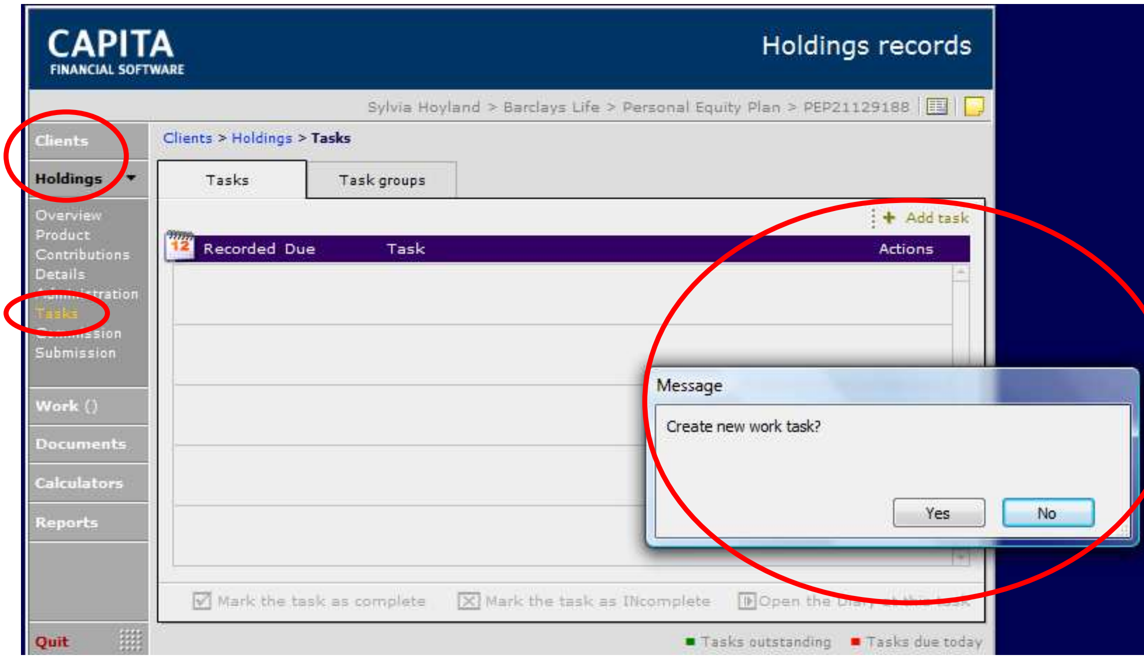
5. PRODUCING AND VIEWING YOUR LETTERS VIA WORK AND TASKS

If you wish to produce a letter for your client, firstly find the client in question and if the letter is not linked to 1 particular policy go to Work in the client record. If the letter is to be linked to a specific holding/policy then go to the holding in question and enter the Tasks area of the holding.

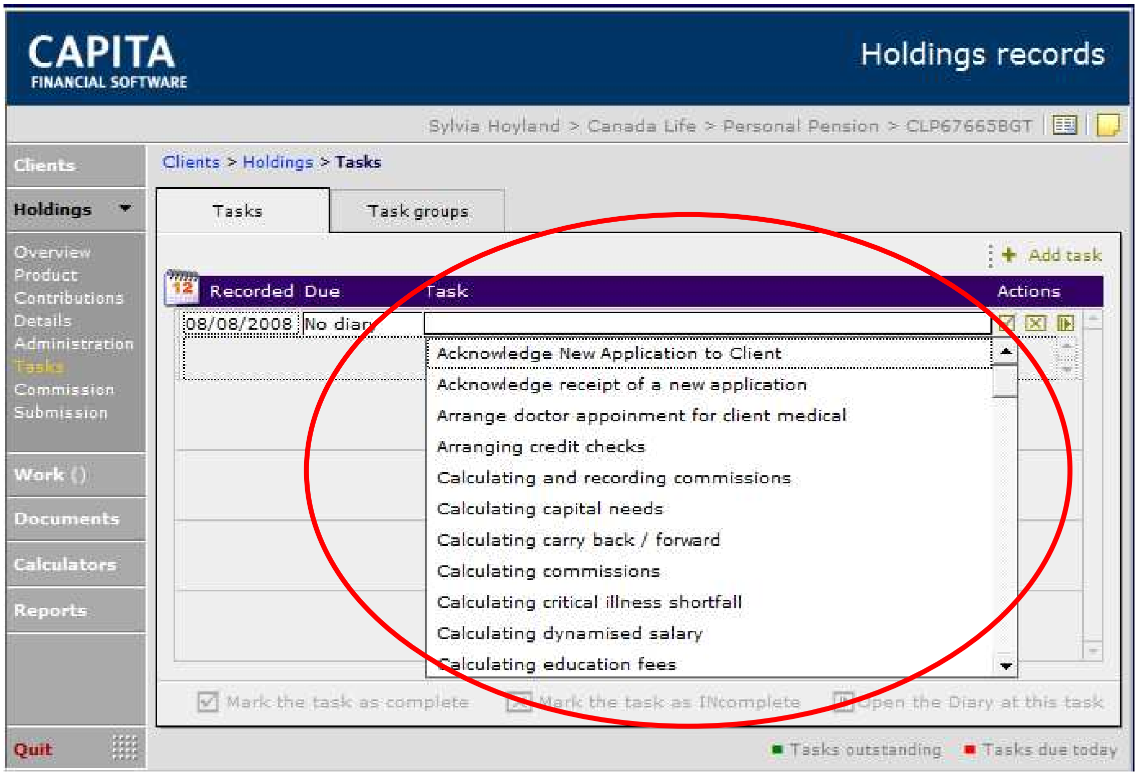




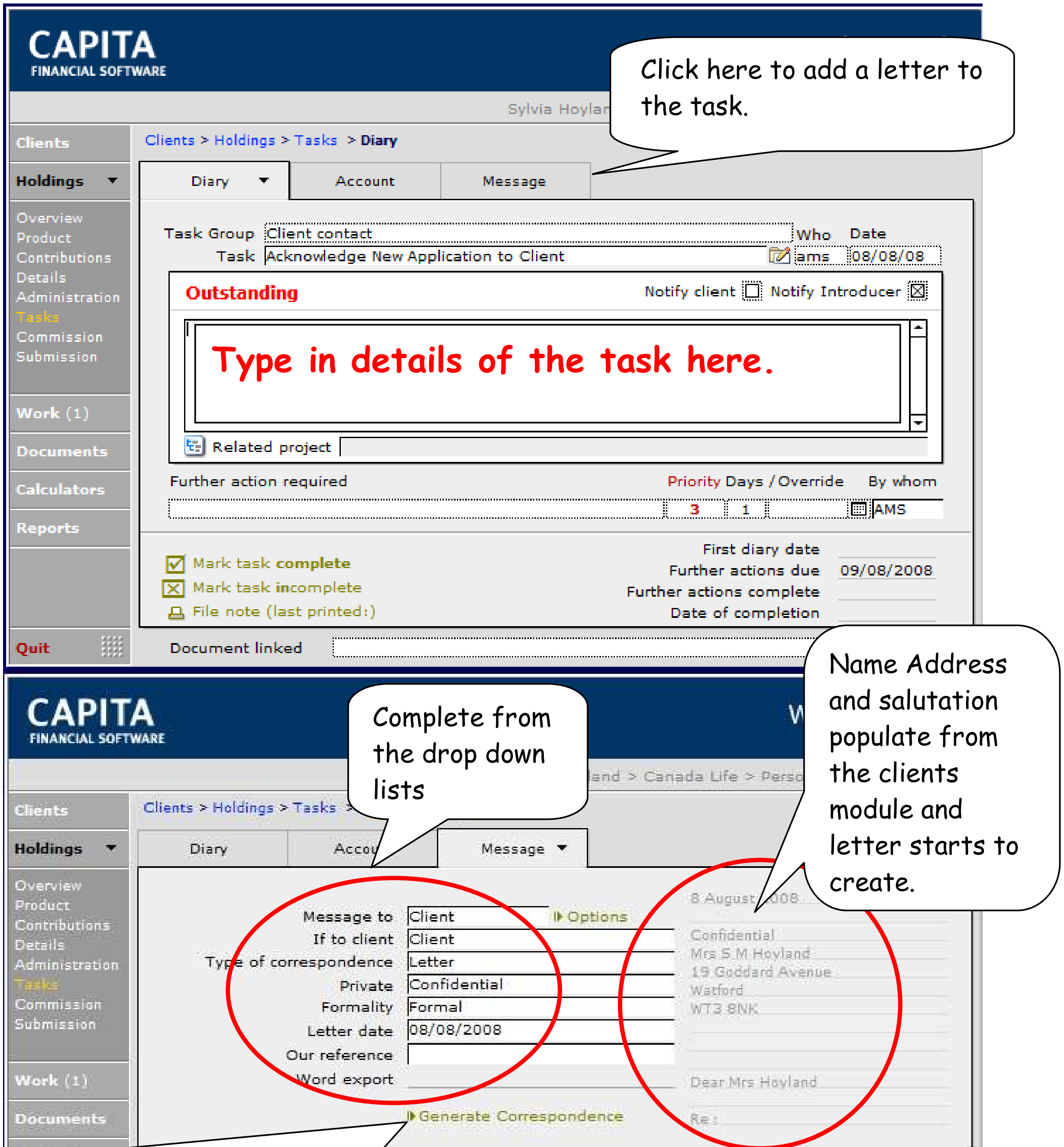
5.1. Entering a letter against a holding



Select the task to be performed from the drop down list. Use the to enter the full details and to access the letter tab.

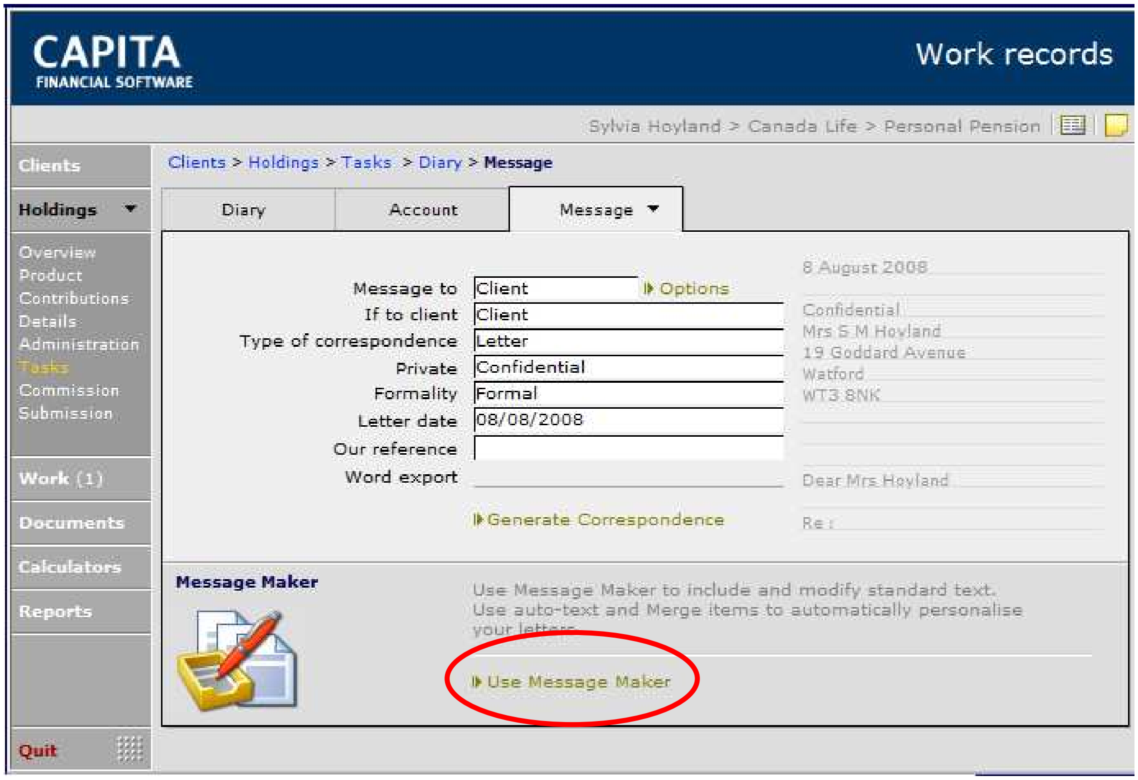


To produce any type of correspondence relating to this task enter the Message tab.

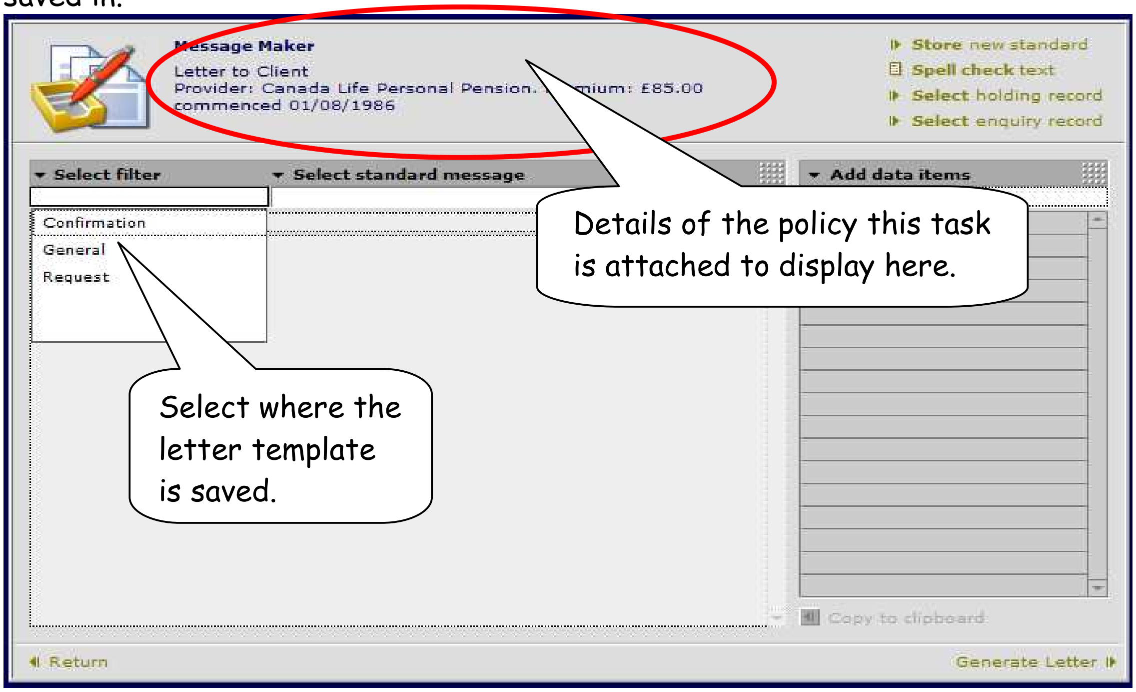


DO NOT ENTER GENERATE CORRESPONDENCE UNLESS YOU WISH TO TYPE A COMPLETELY NEW FREEE FORMAT LETTER WITH NO AID FROM ANY EXISTING TEMPLATES., AUTO-TEXT OR MERGE ITEMS AVAILABLE WITHIN CCD . YOU ARE UNABLE TO ACCESS ANY OF THIS FUNCTIONALITY FROM WITHIN THIS SECTION.

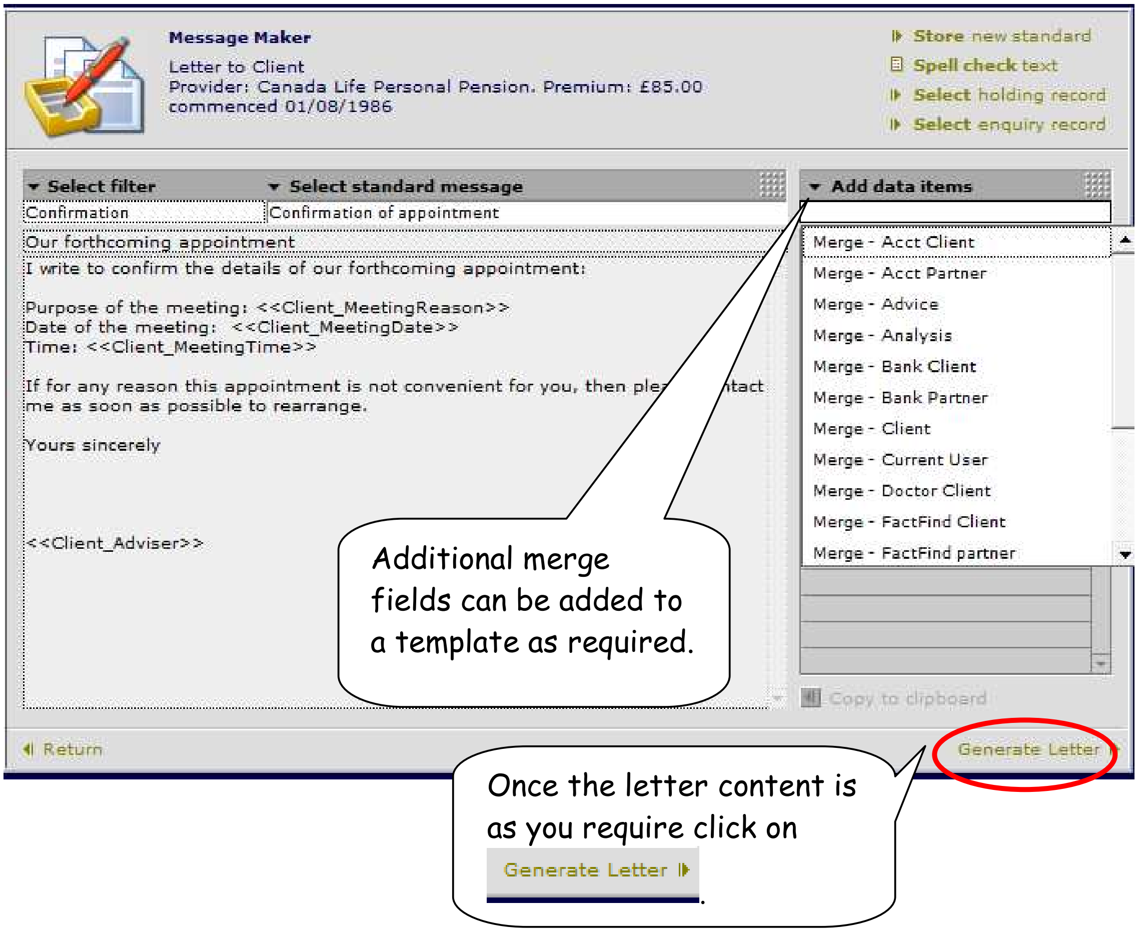
By going into Use Message Maker at the bottom of the screen you can access your letter templates (from Setup), merge items and Auto-texts, or type a new letter.



By selecting the Select filter you can search the folders that your letters are saved in.



Now select the letter that you want to use.

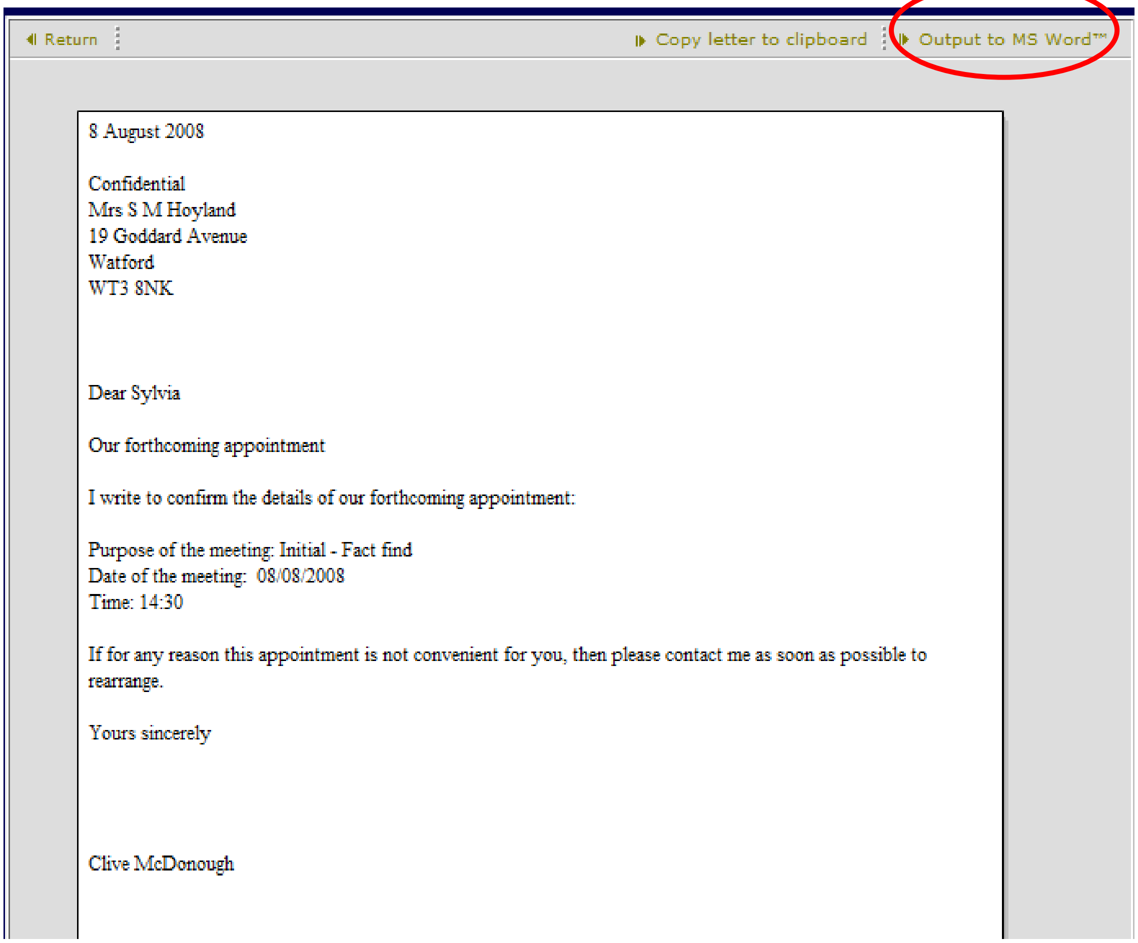


Your letter now starts to take form and any merge items you have included within your letter will be inserted by CCD.

NB. If you asked for CCD to insert information that you have-not entered within CCD the words MISSING DATA will appear. You will need to manually enter this information on this occasion.

When you are happy with your letter the last stage is to adjust the font style, size and colour to suit your company branding.

This is done by clicking on Output to MS Word™



8 August 2008

Confidential
Mrs S M Hoyland
19 Goddard Avenue
Watford
WT3 8NK

Dear Sylvia

Our forthcoming appointment

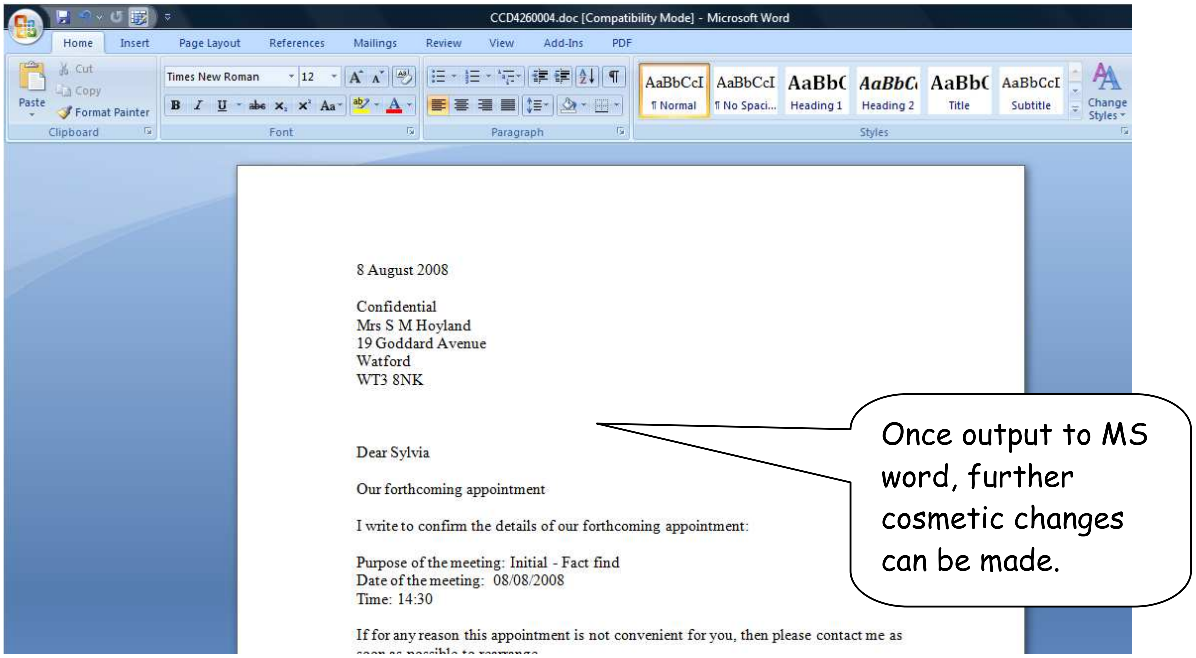
I write to confirm the details of our forthcoming appointment:

Purpose of the meeting: Initial - Fact find
Date of the meeting: 08/08/2008
Time: 14:30

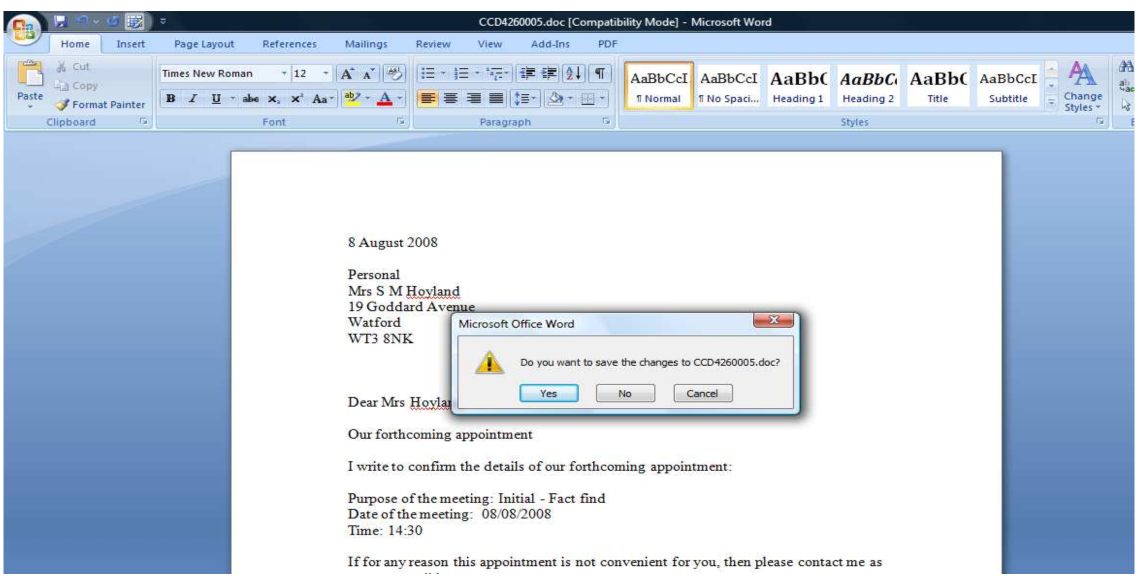
If for any reason this appointment is not convenient for you, then please contact me as soon as possible to rearrange.

Yours sincerely

Clive McDonough



If no changes are made to the letter in the MS Word format when you close the letter it will not prompt you to save, the letter will auto save to CCD. If you have made amendments after out putting the letter to MS Word then you will be prompted to save the changes.



5.2. Viewing letters via Tasks

Should you wish to revisit your client's letter at any time simply retrace your steps from the front page of CCD

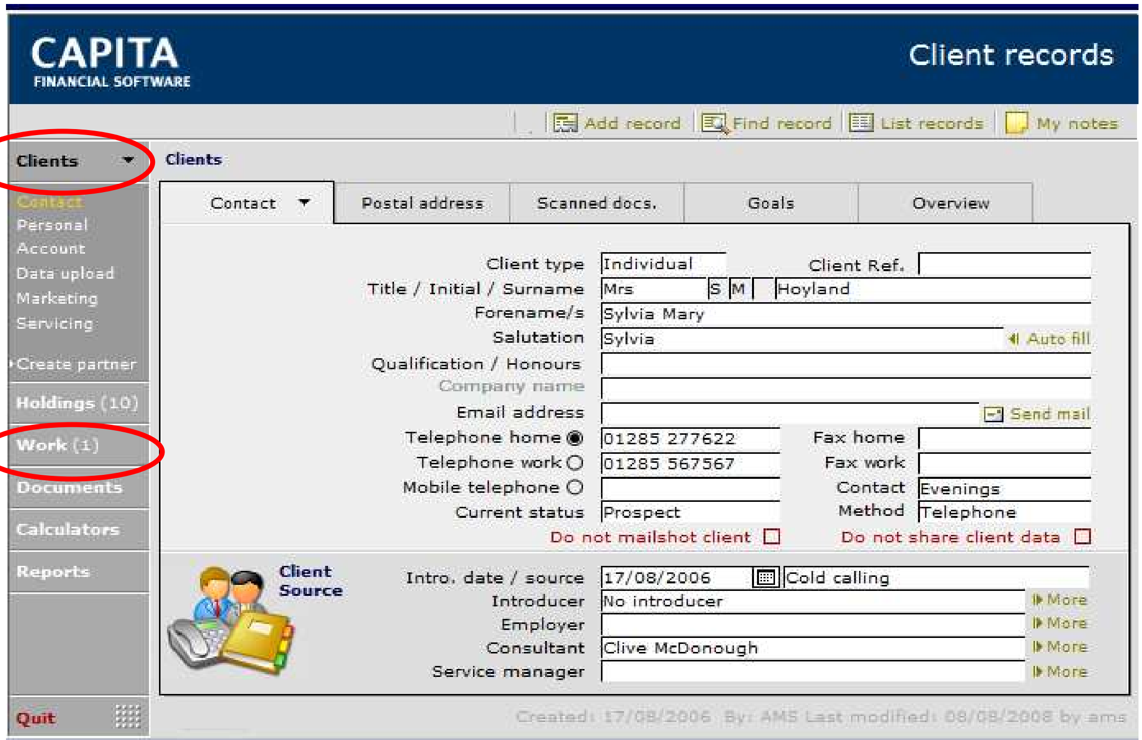
- Find your client
- Find the holding that the task/letter relates to
- Enter the holding
- Click on Tasks
- Enter the message tab.
- Click on View Letter to Client

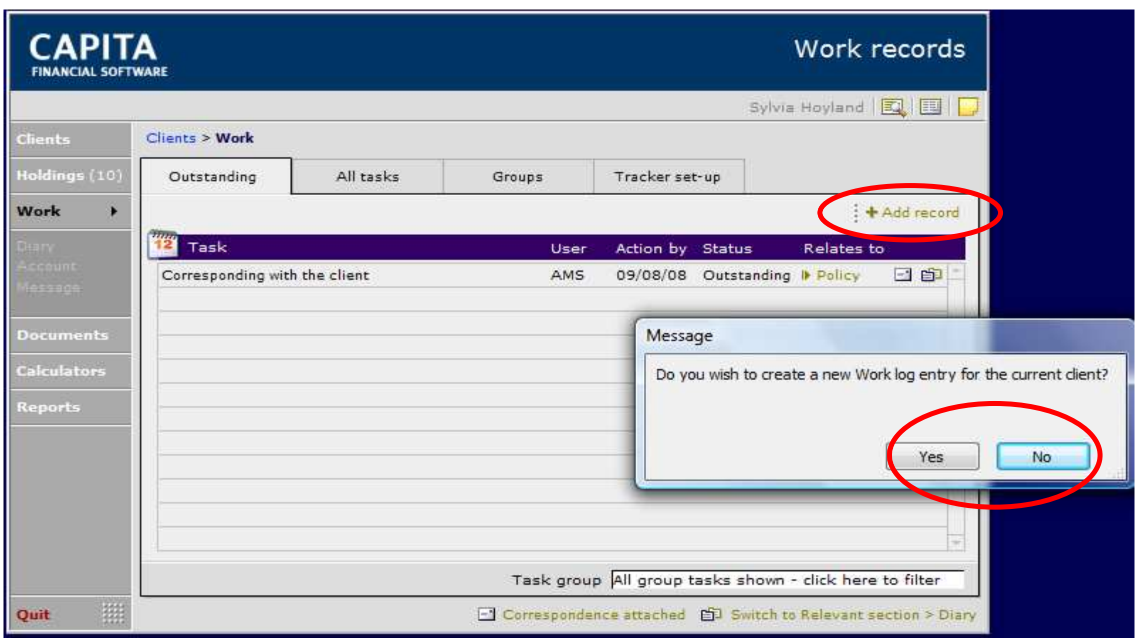
This will then display the MS Word copy of the letter.

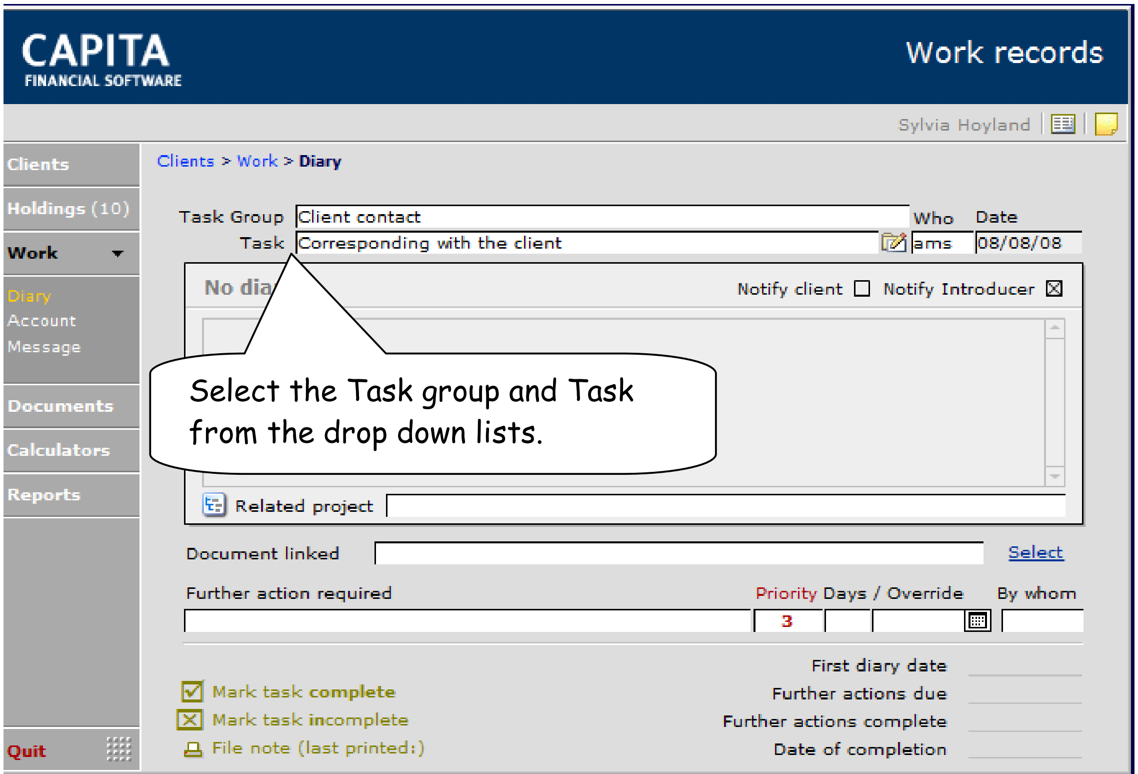
5.3. Entering a Letter against the Client

If you wish to send a letter to your client but you cannot be specific as to which holding this correspondence refers to, you will need to create and save your letter via your clients general work section.

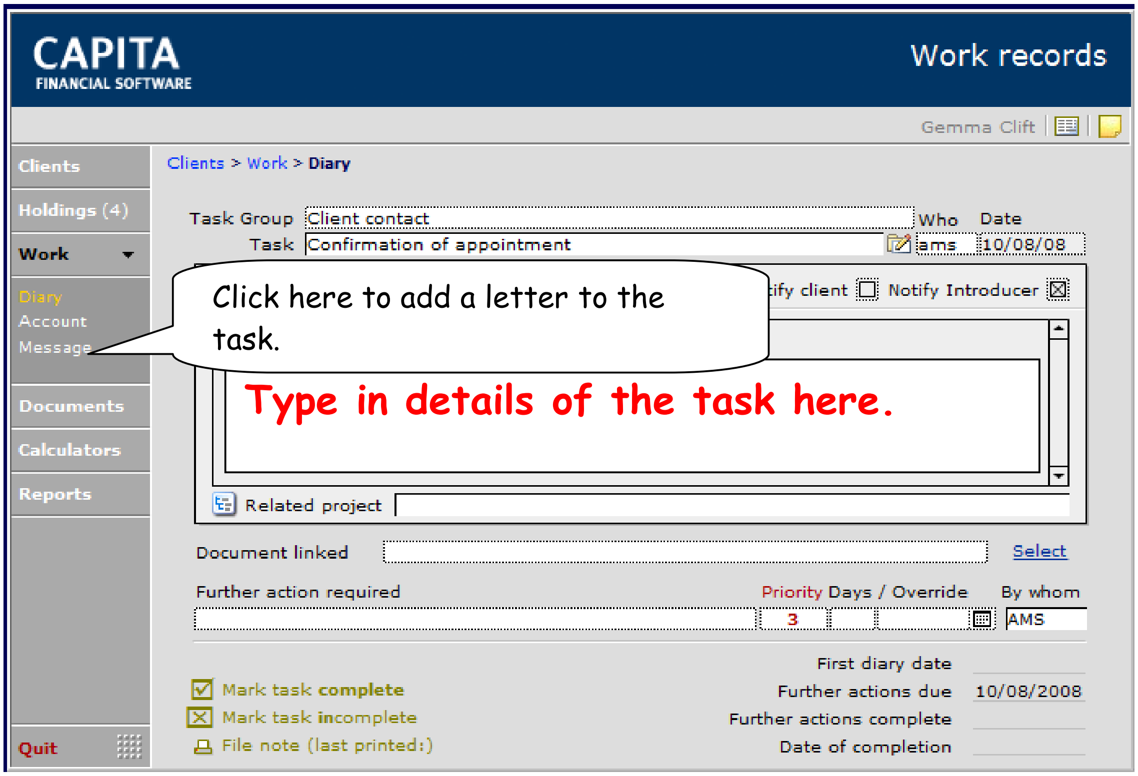
To produce a letter from the work section of your clients file firstly locate the relevant client and select work from the main client menu.

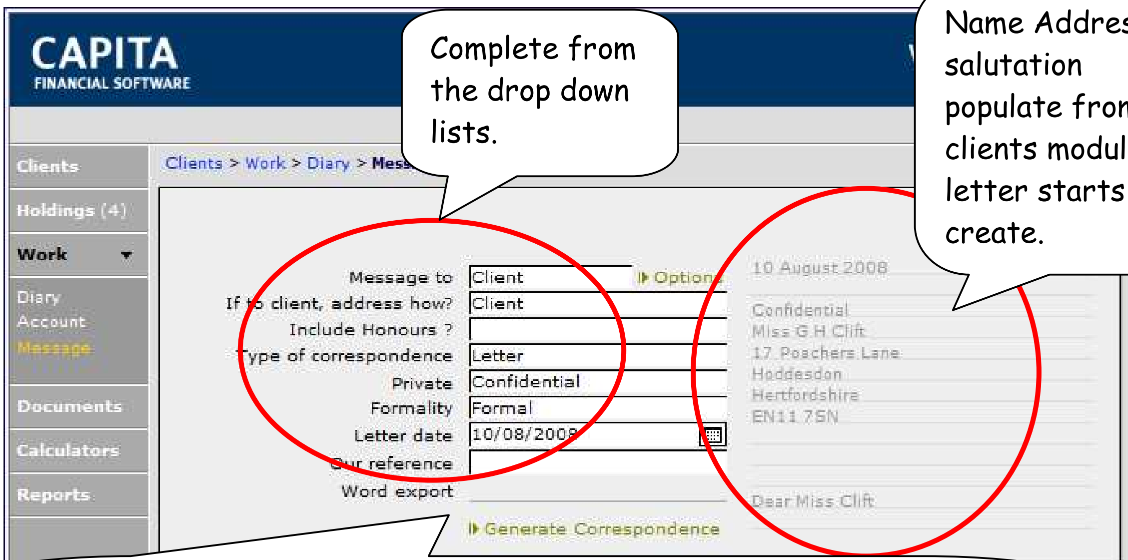

CAPITA
FINANCIAL SOFTWARE
Client records
Add record
Find record
List records
My notes
Clients
Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner
Holdings (10)
Work (1)
Documents
Calculators
Reports
Quit
Contact
Postal address
Scanned docs.
Goals
Overview
Client type
Individual
Client Ref.
Title / Initial / Surname
Mrs
S
M
Hoyland
Forename/s
Sylvia Mary
Salutation
Sylvia
Auto fill
Qualification / Honours
Company name
Email address
Send mail
Telephone home
01285 277622
Fax home
Telephone work
01285 567567
Fax work
Mobile telephone
Contact
Evenings
Current status
Prospect
Method
Telephone
Do not mailshot client
Do not share client data
Client Source
Intro. date / source
17/08/2006
Cold calling
Introducer
No introducer
Employer
Consultant
Clive McDonough
Service manager
More
Created: 17/08/2006 By: AMS Last modified: 08/08/2008 by ams


CAPITA
FINANCIAL SOFTWARE
Work records
Sylvia Hoyland
Clients
Holdings (10)
Work
Diary
Account
Message
Documents
Calculators
Reports
Quit
Clients > Work
Outstanding
All tasks
Groups
Tracker set-up
Add record
Task
User
Action by
Status
Relates to
Corresponding with the client
AMS
09/08/08
Outstanding
Policy
Message
Do you wish to create a new Work log entry for the current client?
Yes
No
Task group
All group tasks shown - click here to filter
Correspondence attached
Switch to Relevant section > Diary



To produce any type of correspondence relating to this task enter the Message option on the left hand side.


CAPITA
FINANCIAL SOFTWARE
Work records
Gemma Clift
Clients
Holdings (4)
Work
Diary
Account
Message
Documents
Calculators
Reports
Quit
Clients > Work > Diary
Task Group
Client contact
Who
Date
Task
Confirmation of appointment
ams
10/08/08
Click here to add a letter to the task.
Notify Introducer
Type in details of the task here.
Related project
Document linked
Select
Further action required
Priority Days / Override
By whom
3
AMS
First diary date
Further actions due
10/08/2008
Further actions complete
Date of completion
Mark task complete
Mark task incomplete
File note (last printed:)

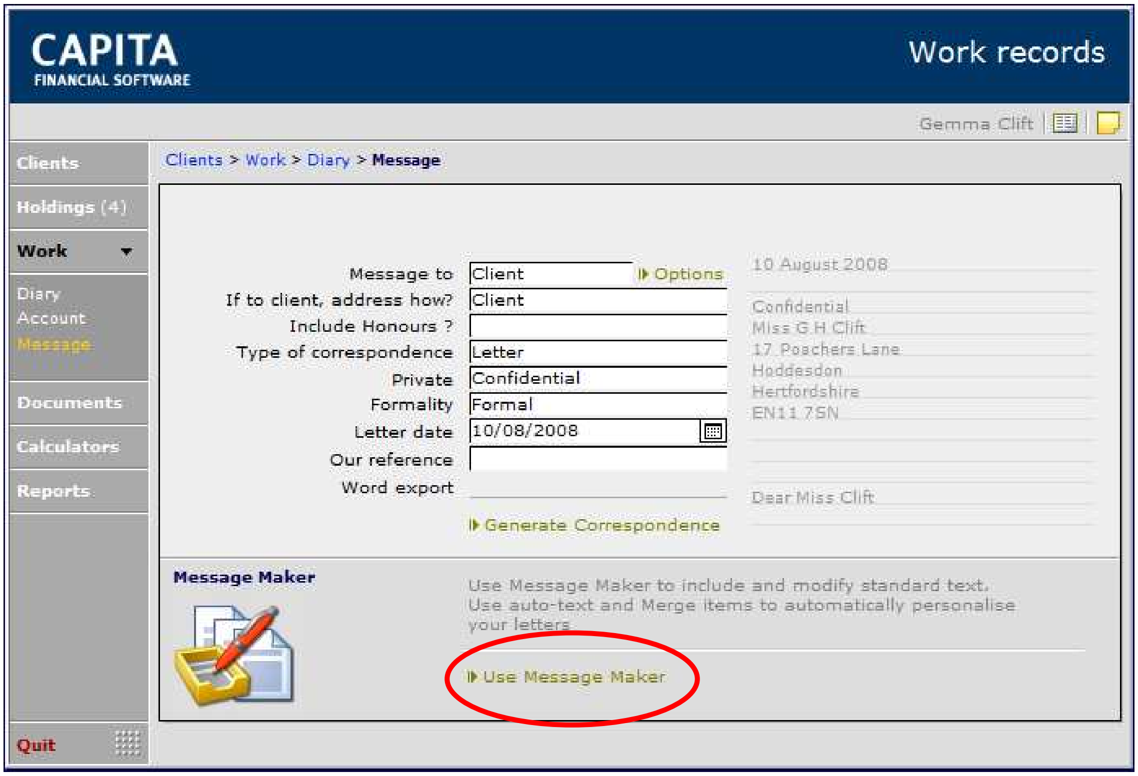


Complete from the drop down lists.

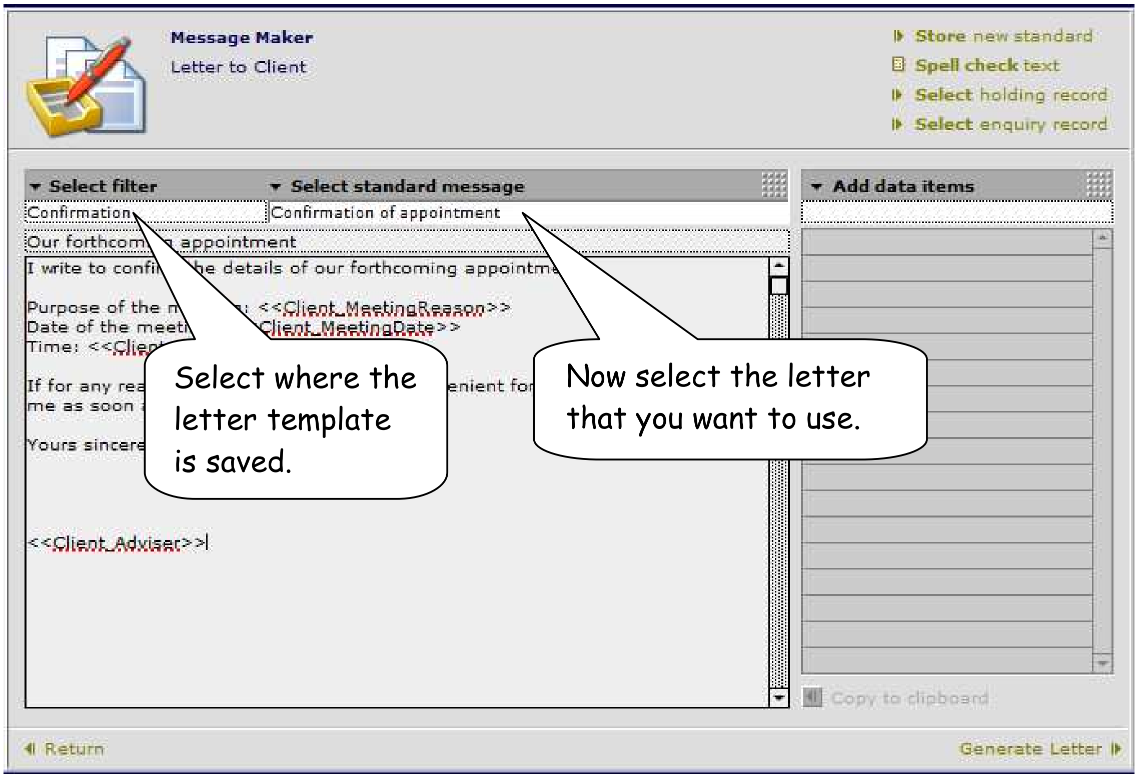
Name Address and salutation populate from the clients module and letter starts to create.

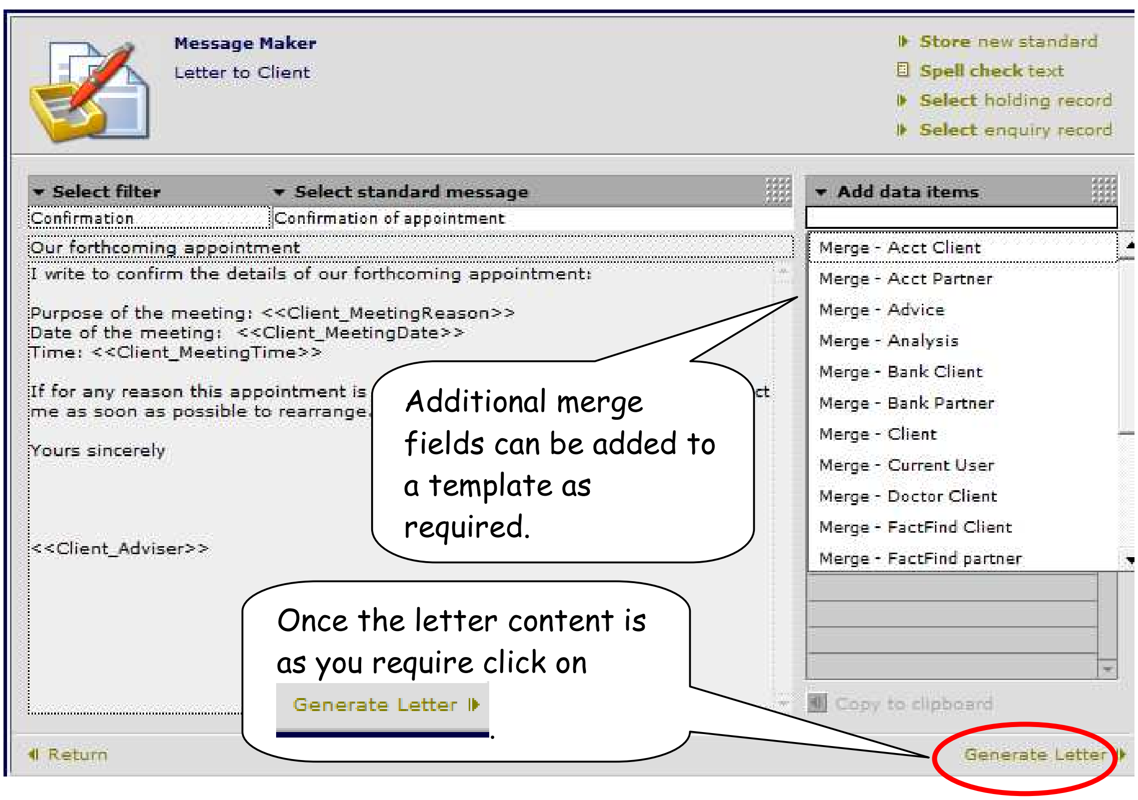
DO NOT ENTER GENERATE CORRESPONDENCE UNLESS YOU WISH TO TYPE A COMPLETELY NEW FREEE FORMAT LETTER WITH NO AID FROM ANY EXISTING TEMPLATES., AUTO-TEXT OR MERGE ITEMS AVAILABLE WITHIN CCD . YOU ARE UNABLE TO ACCESS ANY OF THIS FUNCTIONALITY FROM WITHIN THIS SECTION

By going into ▶ Use Message Maker at the bottom of the screen you can access your letter templates (from Setup), merge items and Auto-texts, or type a new letter.



By selecting the Select filter you can search the folders that your letters are saved in.


Message Maker
Letter to Client
Store new standard
Spell check text
Select holding record
Select enquiry record
Select filter
Select standard message
Add data items
Confirmation
Confirmation of appointment
Select where the letter template is saved.
Now select the letter that you want to use.
<<Client_Adviser>>
Copy to clipboard
Return
Generate Letter

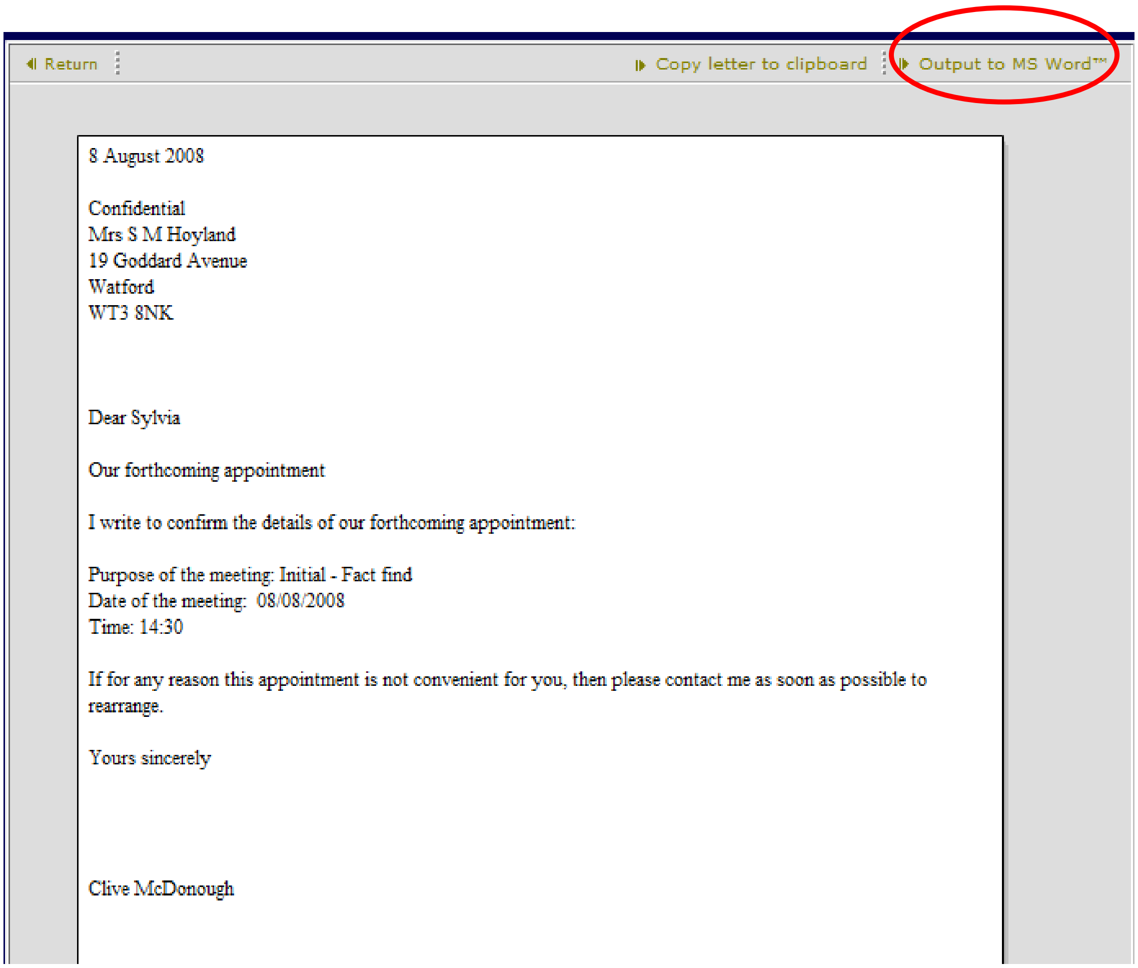

Message Maker
Letter to Client
Store new standard
Spell check text
Select holding record
Select enquiry record
Select filter
Select standard message
Add data items
Confirmation
Confirmation of appointment
Our forthcoming appointment
I write to confirm the details of our forthcoming appointment:
Purpose of the meeting: <<Client_MeetingReason>>
Date of the meeting: <<Client_MeetingDate>>
Time: <<Client_MeetingTime>>
If for any reason this appointment is
me as soon as possible to rearrange
Yours sincerely
<<Client_Adviser>>
Merge - Acct Client
Merge - Acct Partner
Merge - Advice
Merge - Analysis
Merge - Bank Client
Merge - Bank Partner
Merge - Client
Merge - Current User
Merge - Doctor Client
Merge - FactFind Client
Merge - FactFind partner
Additional merge fields can be added to a template as required.
Once the letter content is as you require click on
Generate Letter
Copy to clipboard
Return
Generate Letter

Your letter now starts to take form and any merge items you have included within your letter will be inserted by CCD.

NB. If you asked for CCD to insert information that you have-not entered within CCD the words MISSING DATA will appear. You will need to manually enter this information on this occasion.

When you are happy with your letter the last stage is to adjust the font style, size and colour to suit your company branding.

This is done by clicking on Output to MS Word™



8 August 2008

Confidential
Mrs S M Hoyland
19 Goddard Avenue
Watford
WT3 8NK

Dear Sylvia

Our forthcoming appointment

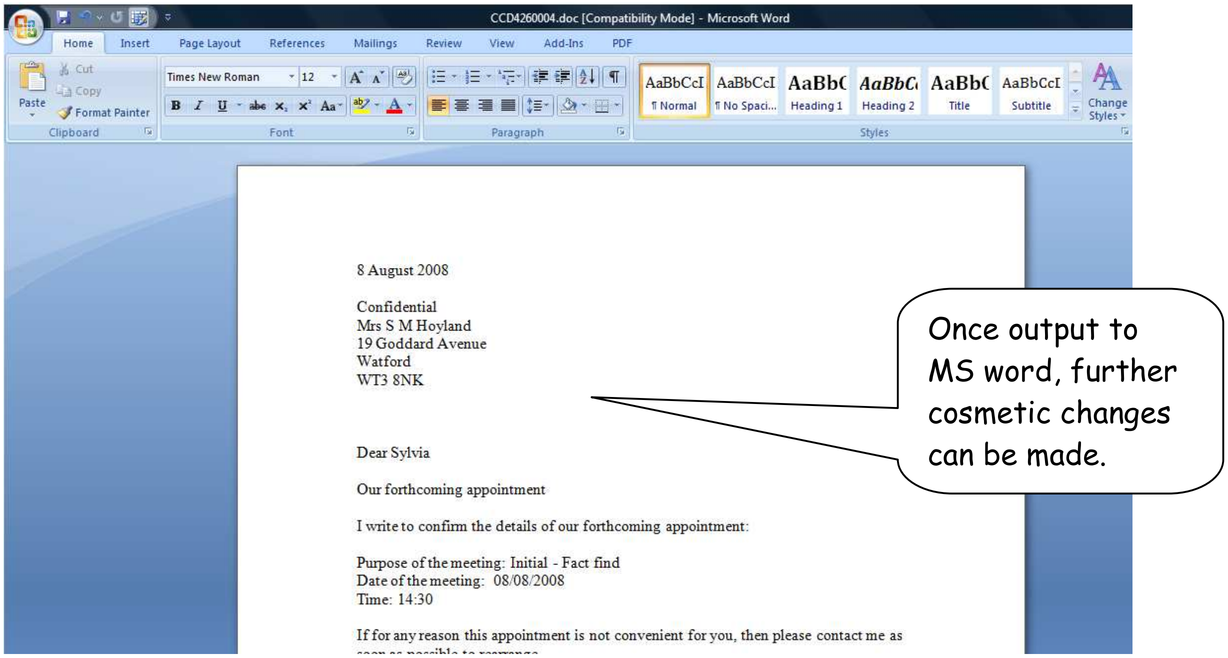
I write to confirm the details of our forthcoming appointment:

Purpose of the meeting: Initial - Fact find
Date of the meeting: 08/08/2008
Time: 14:30

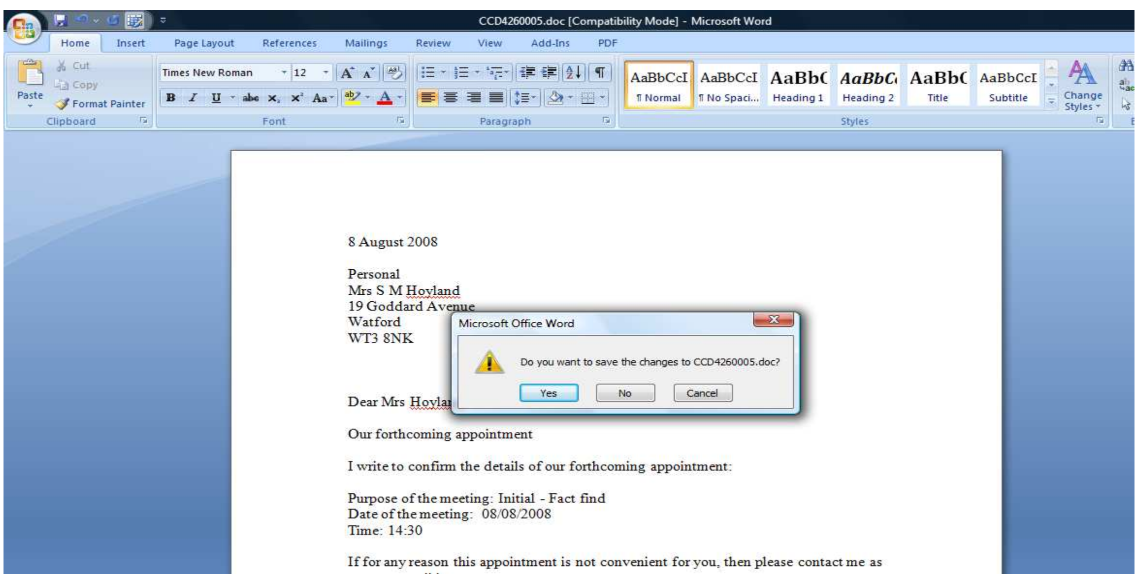
If for any reason this appointment is not convenient for you, then please contact me as soon as possible to rearrange.

Yours sincerely

Clive McDonough



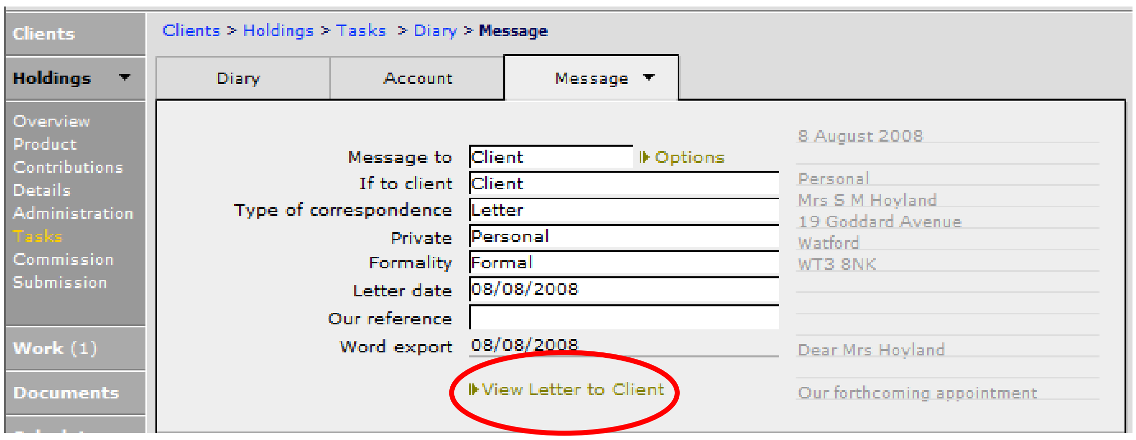
If no changes are made to the letter in the MS Word format when you close the letter it will not prompt you to save, the letter will auto save to CCD. If you have made amendments after out putting the letter to MS Word then you will be prompted to save the changes.



5.4. Viewing letters via Work

Should you wish to revisit your client's letter at any time simply retrace your steps from the front page of CCD

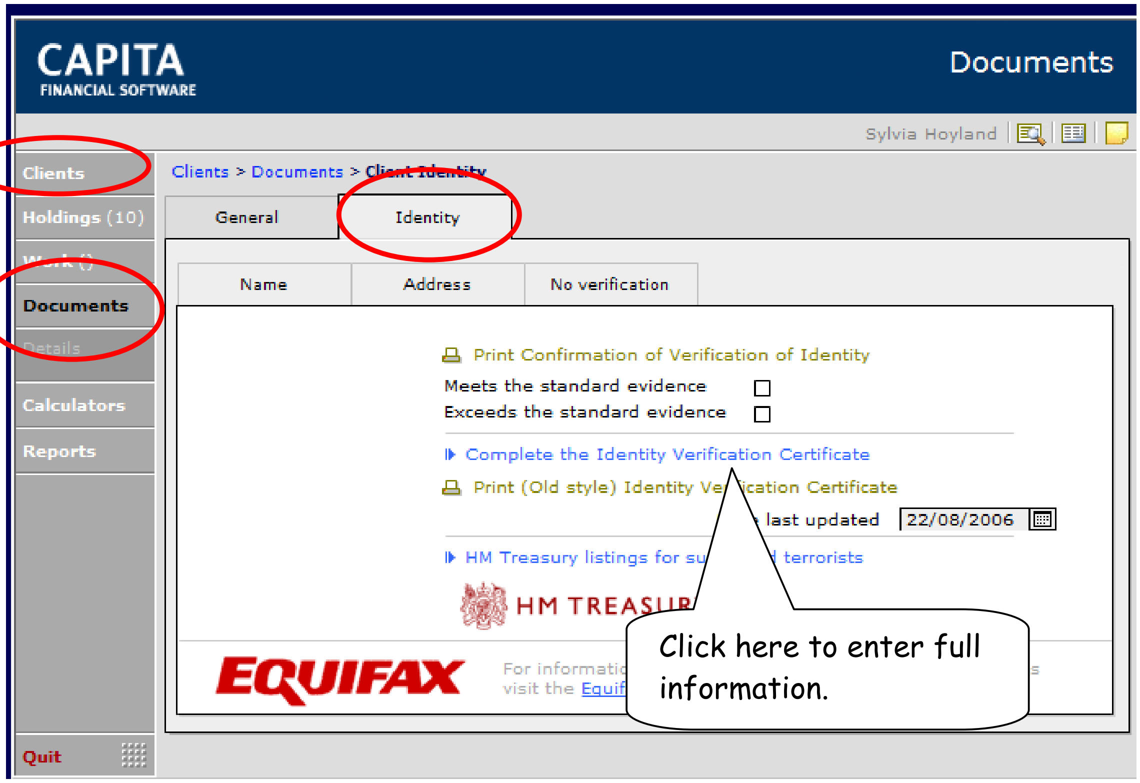
- Find your client
- Click on Work
- Enter the message tab.
- Click on View Letter to Client

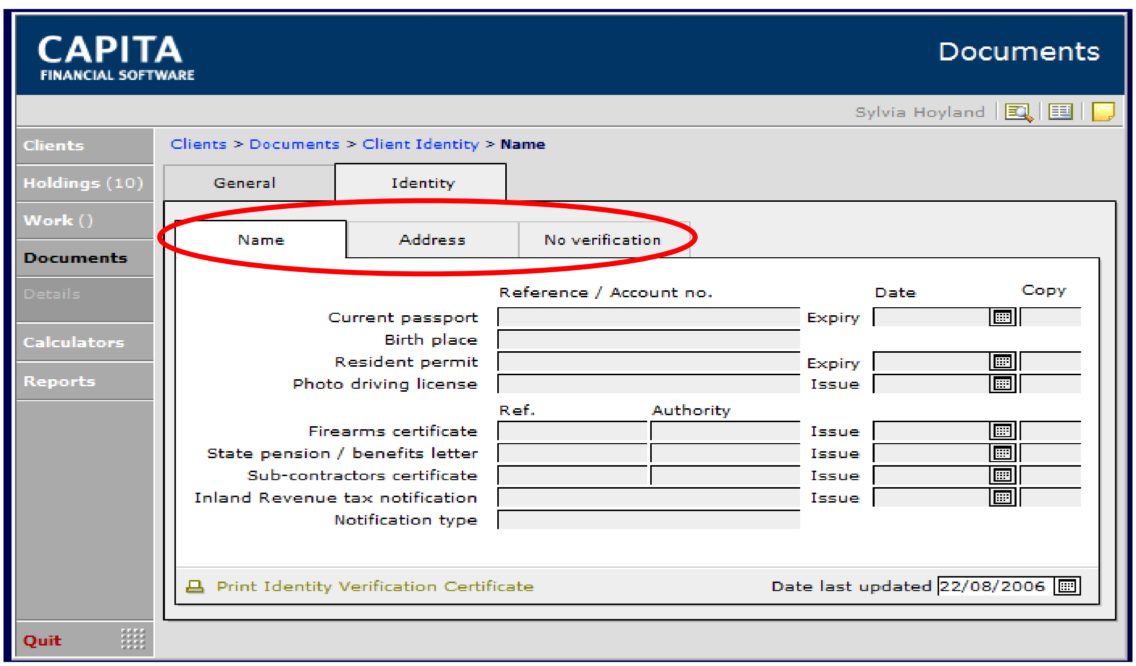


This will then display the MS Word copy of the letter.

6. MONEY LAUNDERING

CCD comes complete with two different Identity forms i.e. a two page version for you to capture Money laundering information plus the newer FSA summary, Confirmation of Verification of Identity.


CAPITA
FINANCIAL SOFTWARE
Documents
Sylvia Hoyland
Clients
Holdings (10)
Documents
Calculators
Reports
Quit
Clients > Documents
General
Identity
Name
Address
No verification
Print Confirmation of Verification of Identity
Meets the standard evidence
Exceeds the standard evidence
Complete the Identity Verification Certificate
last updated
22/08/2006
terrorists
EQUIFAX
Click here to enter full information.


CAPITA
FINANCIAL SOFTWARE
Documents
Sylvia Hoyland
Clients
Holdings (10)
Work ()
Documents
Details
Calculators
Reports
Quit
Clients > Documents > Client Identity > Name
General
Identity
Name
Address
No verification
Reference / Account no.
Date
Copy
Current passport
Expiry
Birth place
Resident permit
Expiry
Photo driving license
Issue
Ref.
Authority
Firearms certificate
Issue
State pension / benefits letter
Issue
Sub-contractors certificate
Issue
Inland Revenue tax notification
Issue
Notification type
Print Identity Verification Certificate
Date last updated 22/08/2006

Once the information has been entered you can either print out the full information using the Print (Old style) Identity Verification Certificate or select to print just the confirmation certificate Print Confirmation of Verification of Identity .The other link on this front page will take you to the treasury web page for any advice on foreign nationals HM Treasury listings for suspected terrorists .

7. SETTING UP TRACKERS

Trackers are a way of showing your business processes or work flows on the CCD system utilising the diary and tasks. They require you to have a clear understanding of the process you wish to track before you attempt to set them up on the system. We strongly recommend that you make a paper representation of the process you are setting up to refer to during the set up.

The example used in this guide is purely to show the application. This is not to be used as the basis of a real business process.

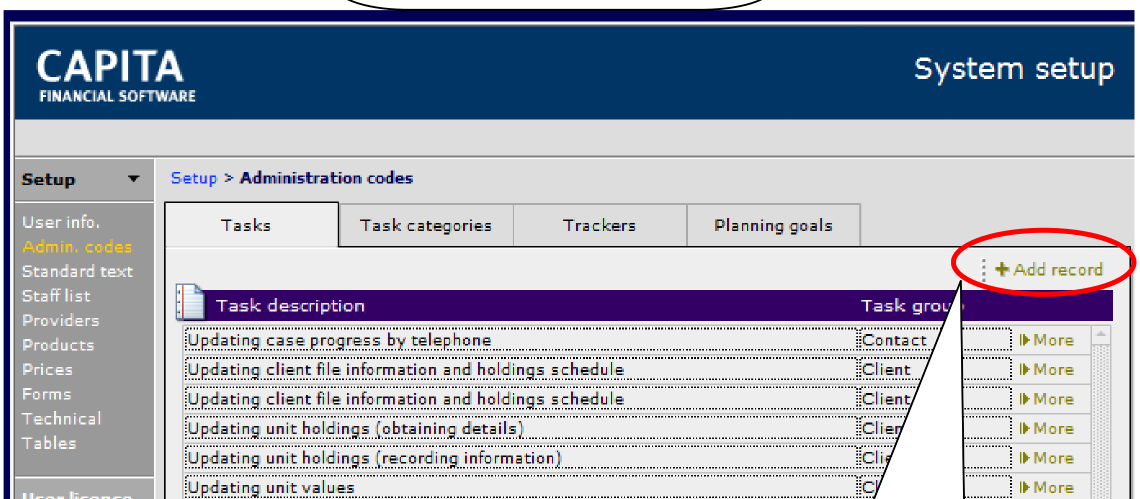
The steps to follow to set up are;

- Match your paper representation step by step to a task in the admin codes data base.
- Review each task and ensure the number of days for each task to be completed is set from the 1st day the tracker is put in place.
- Review each task and attach standard letters as required.
- Set up the tracker in CCD.

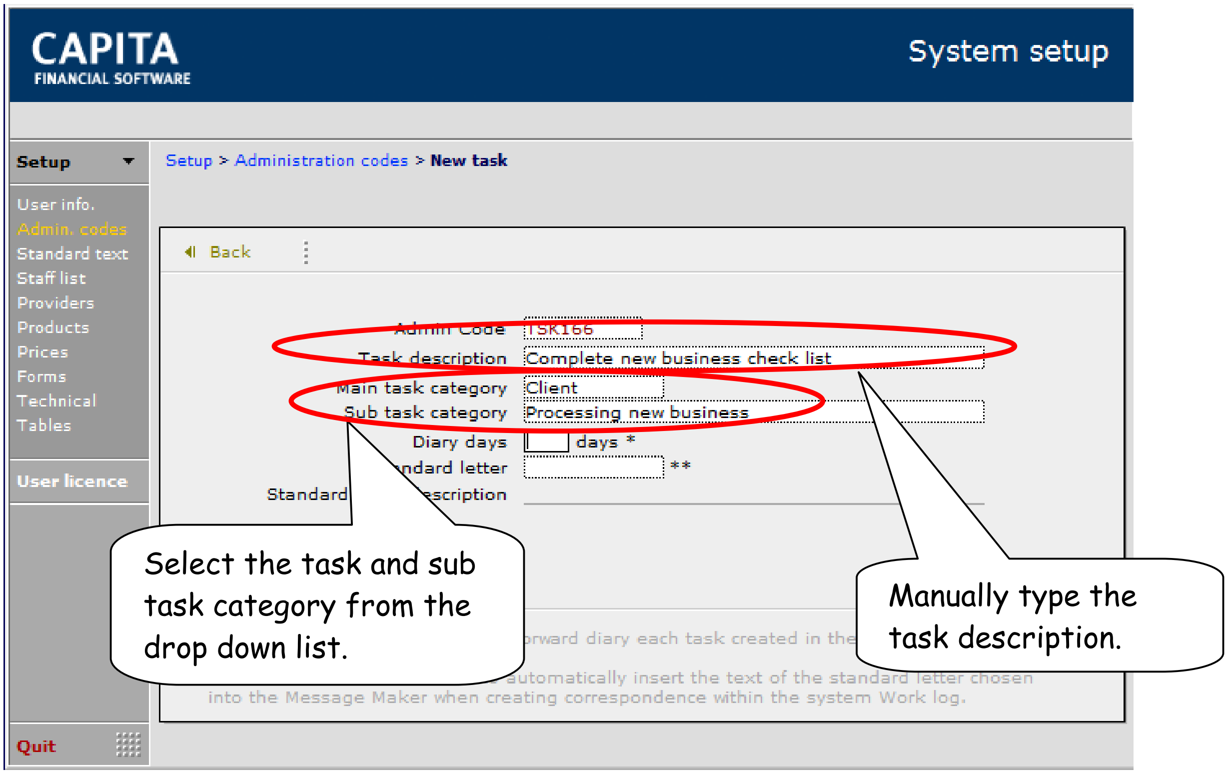
Match to admin codes in the data base. Where no task is present a new task will need to be created.

BUSINESS PROCESS	TASK IN ADMIN CODES DATABASE
Confirm to client receipt of application	Acknowledge receipt of new application – TSK001
Enter details onto client file	Entering new business in admin system – TSK057
Submit application to provider	Submit application to provider – TSK 128
Update client holding with contract details	Update client file information – TSK139
Complete new business check list	No suitable task in CCD
Send policy to client	Issuing documents to client – TSK070
Set client servicing details	No suitable task in CCD

Some processes will not have a corresponding task in CCD.



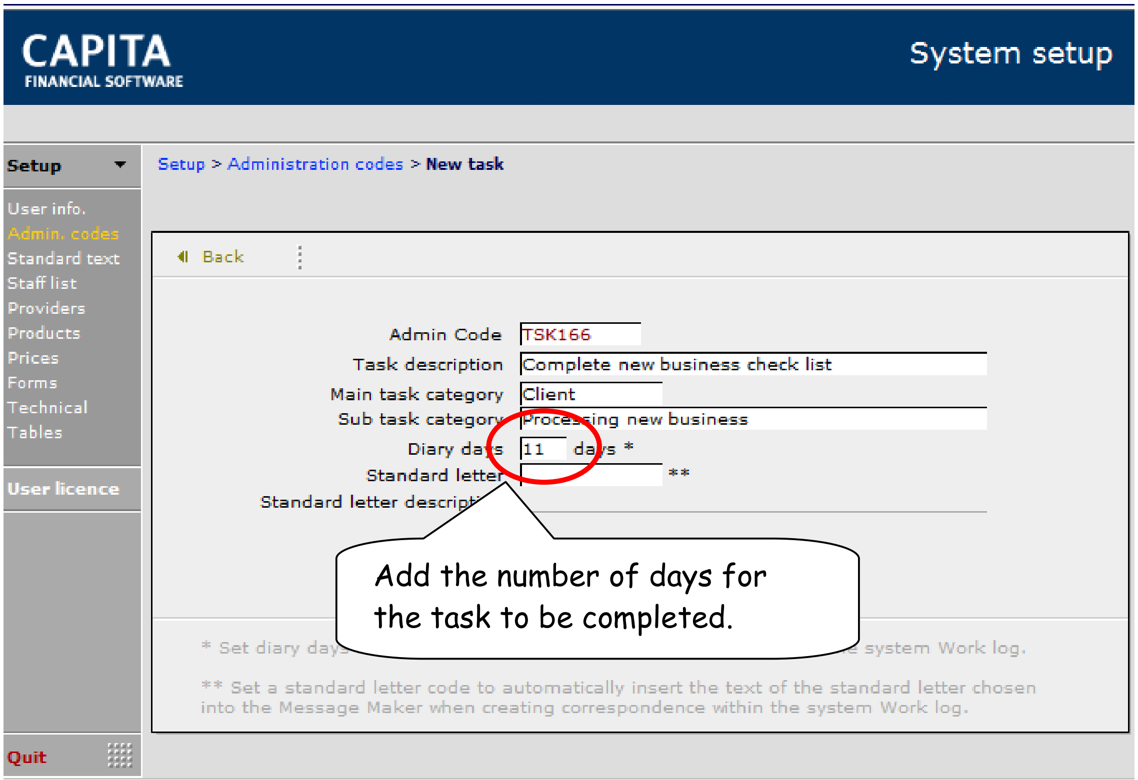
Click here to add a new task.



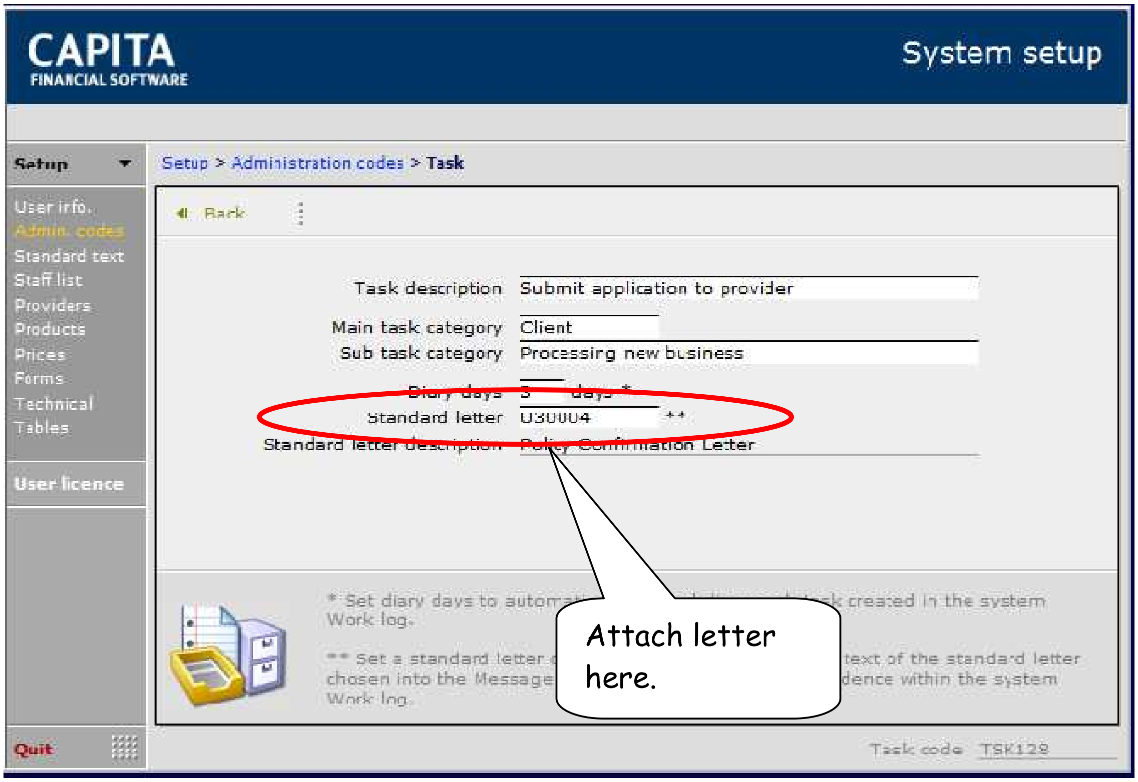
Once all the tasks required have been located or created move to checking that the number of days from creation are correct. Once the tracker has been set up the number of days will not be amendable in the tracker, if the task is chosen as a standalone task for a client then the days required will be amendable as the task is created in the client file.

BUSINESS PROCESS	TASK IN ADMIN CODES DATABASE	NUMBER OF DAYS TO COMPLETE
Confirm to client receipt of application	Acknowledge receipt of new application – TSK001	1
Enter details onto client file	Entering new business in admin system – TSK057	2
Submit application to provider	Submit application to provider – TSK 128	2
Update client holding with contract details	Update client file information – TSK139	9
Complete new business check list	No suitable task in CCD	11
Send policy to client	Issuing documents to client – TSK070	12
Set client servicing details	No suitable task in CCD	23

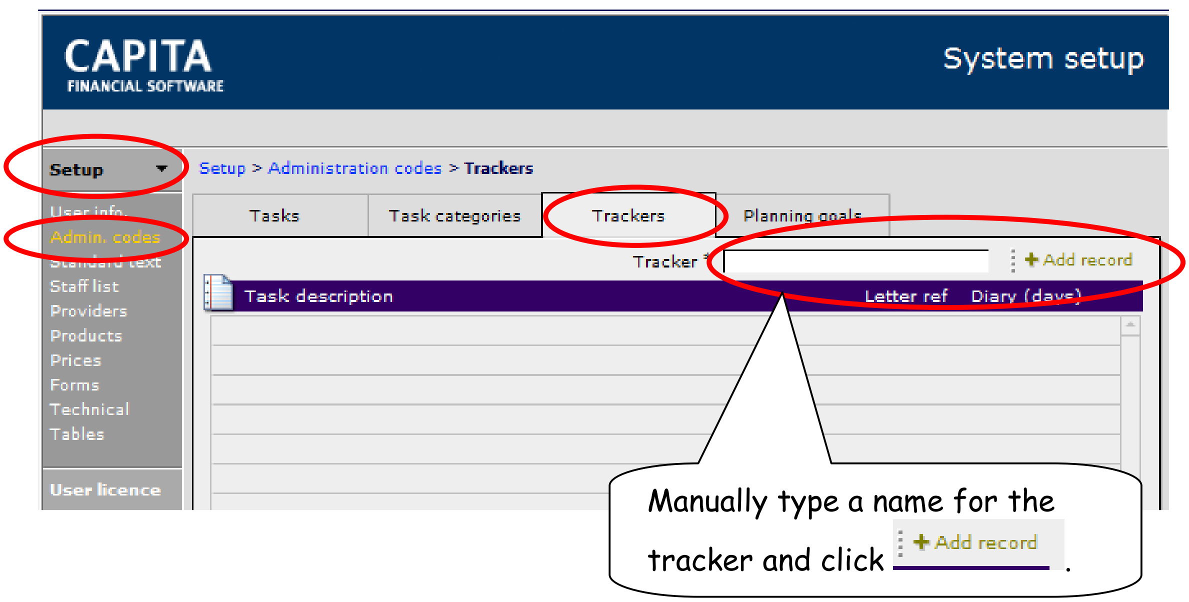
Days from start of tracker for task to be completed.

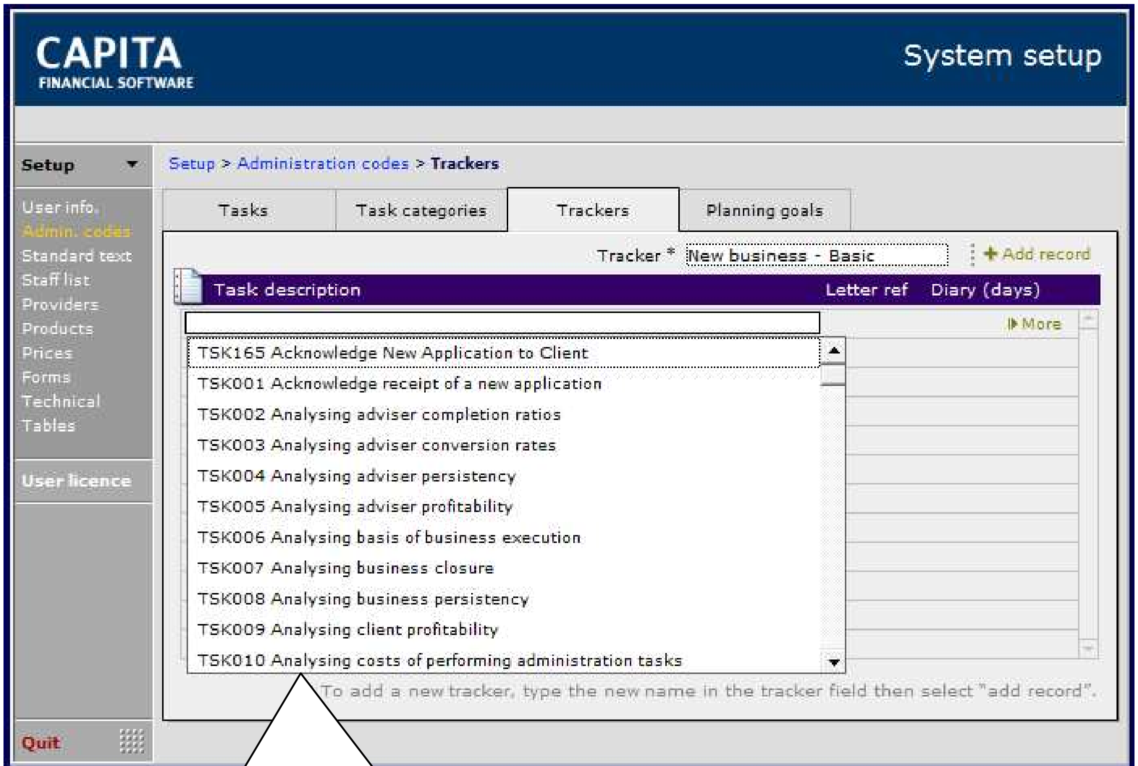


Next any standard letters already set up in your CCD can be attached to the task. Once a letter has been attached to the task every time the task is used when the message tab is accessed in the task/work record the already selected letter will appear.

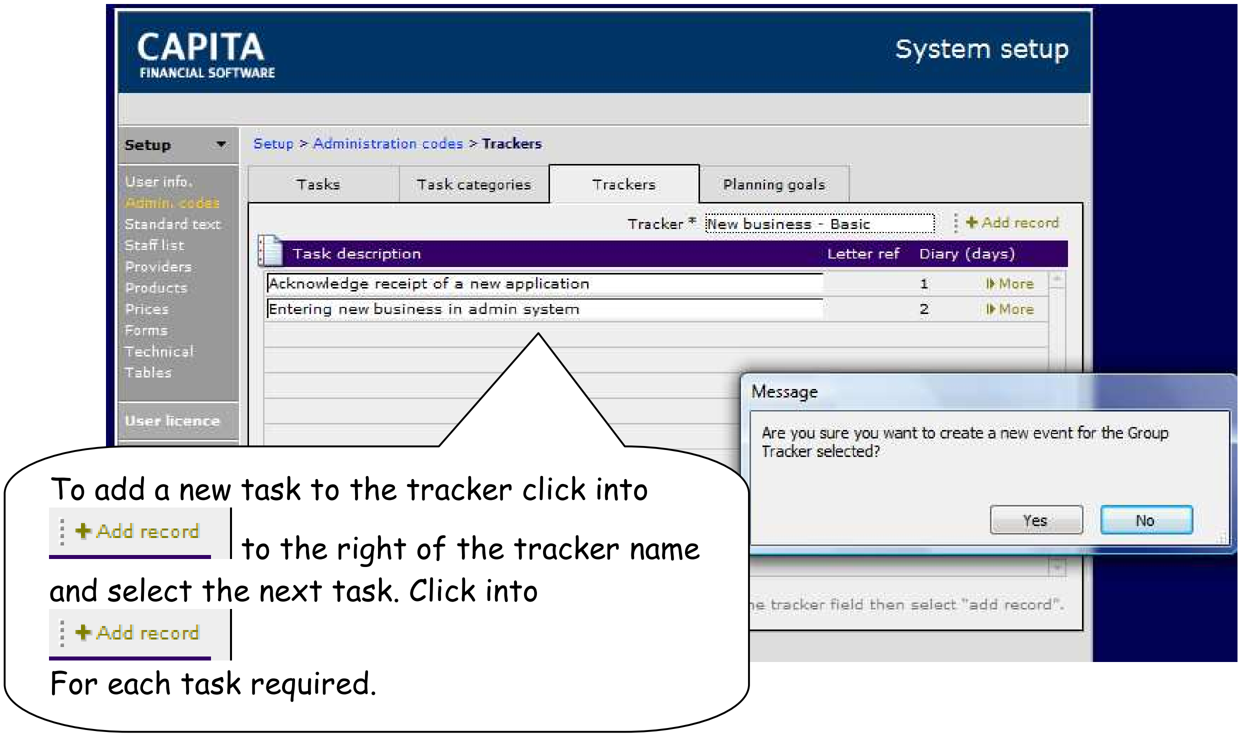


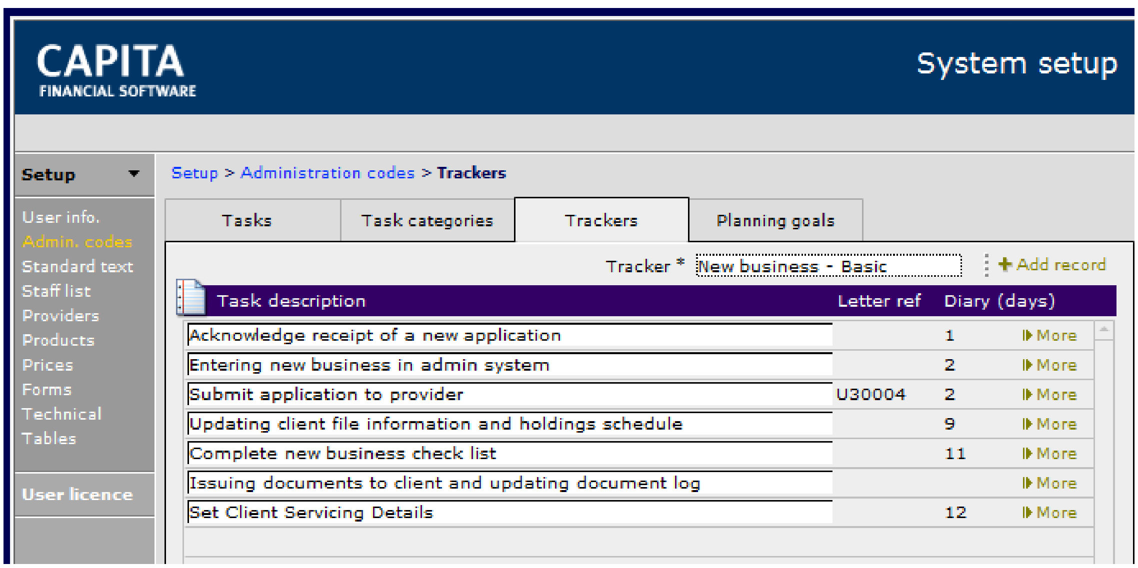
All the preparation has now been done and the tracker can now be added to CCD.





Select each task in the order already set out on your paper list.

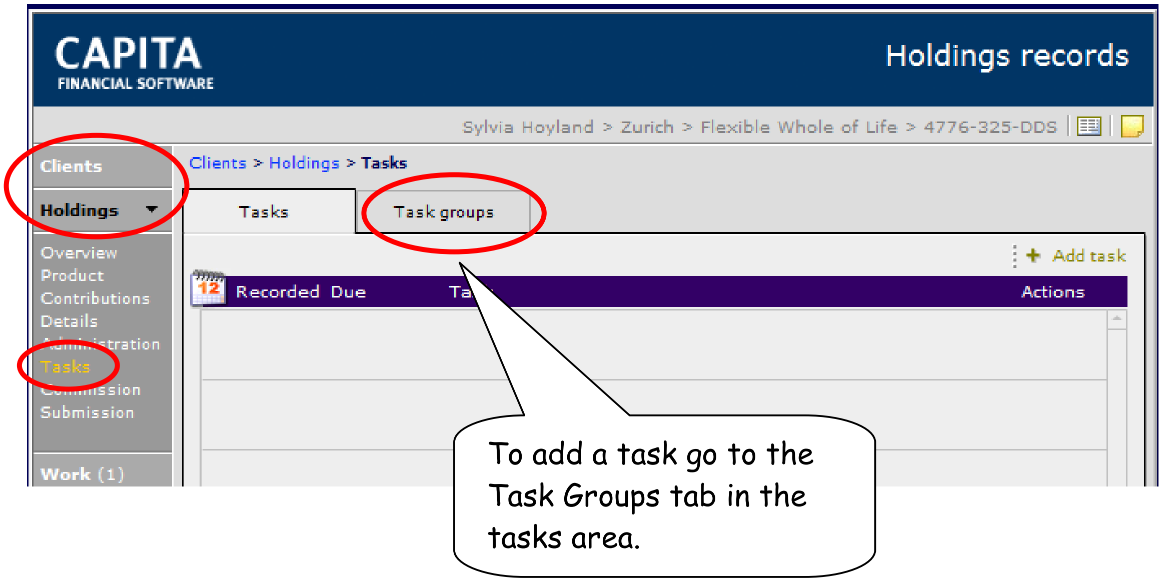


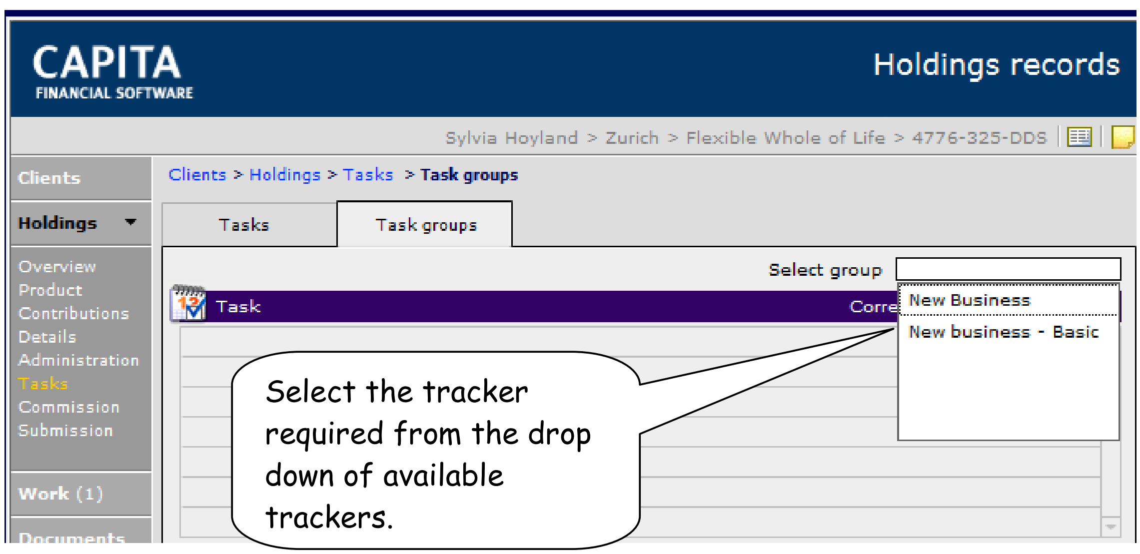


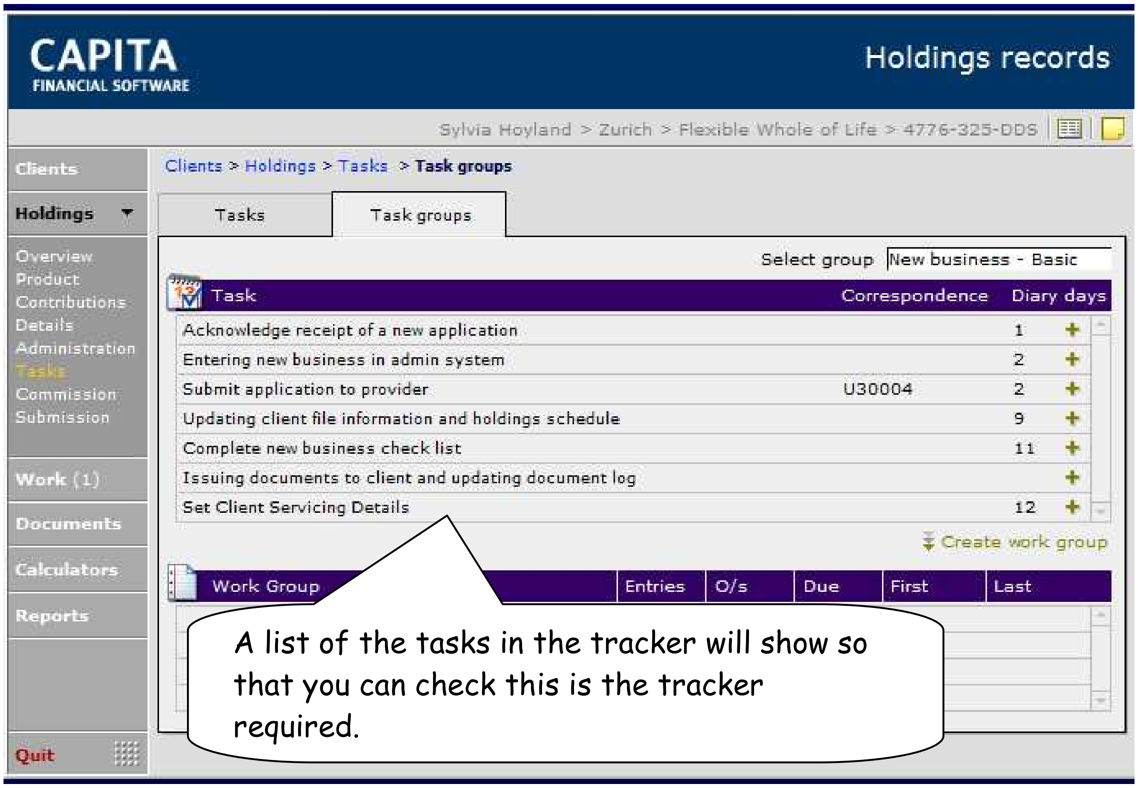
7.1. Using Trackers

Once a tracker has been created on your system it will be available to use in either the client work module or the holding task module.

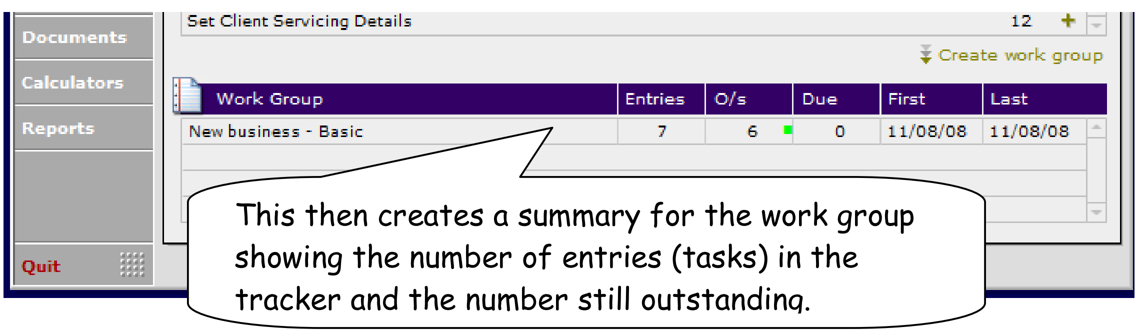
As the tracker we have created is linked to a piece of new business we will look at how this is added in the tasks section of a holding.



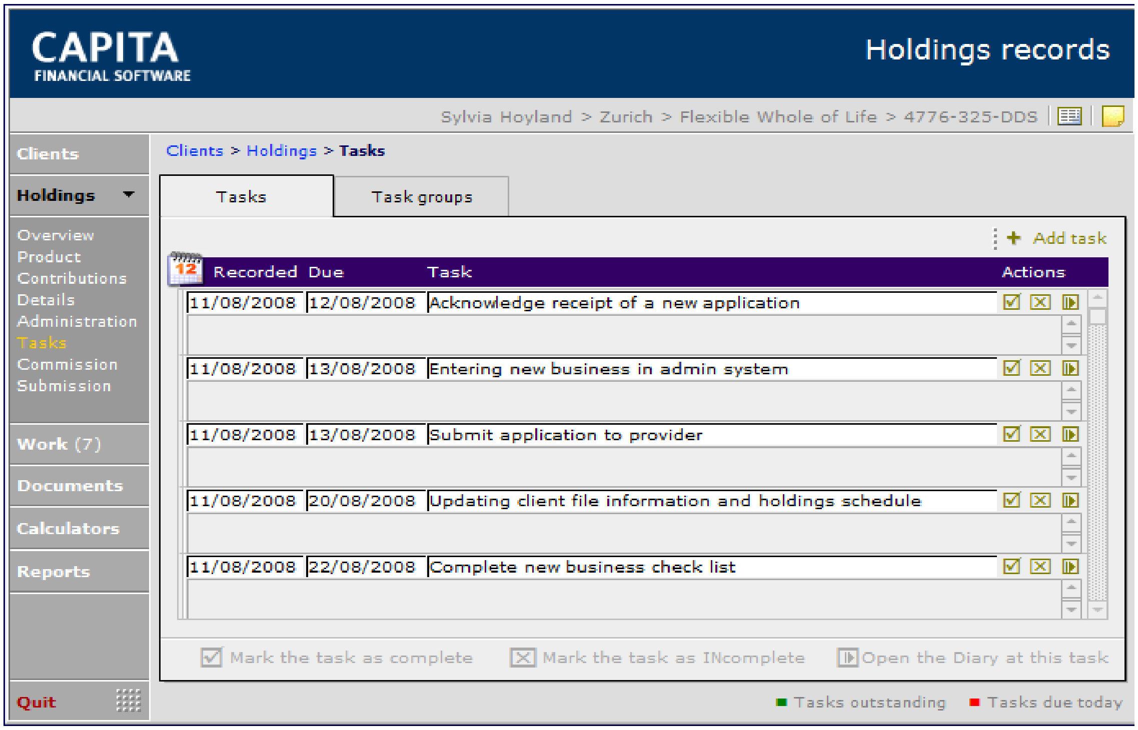




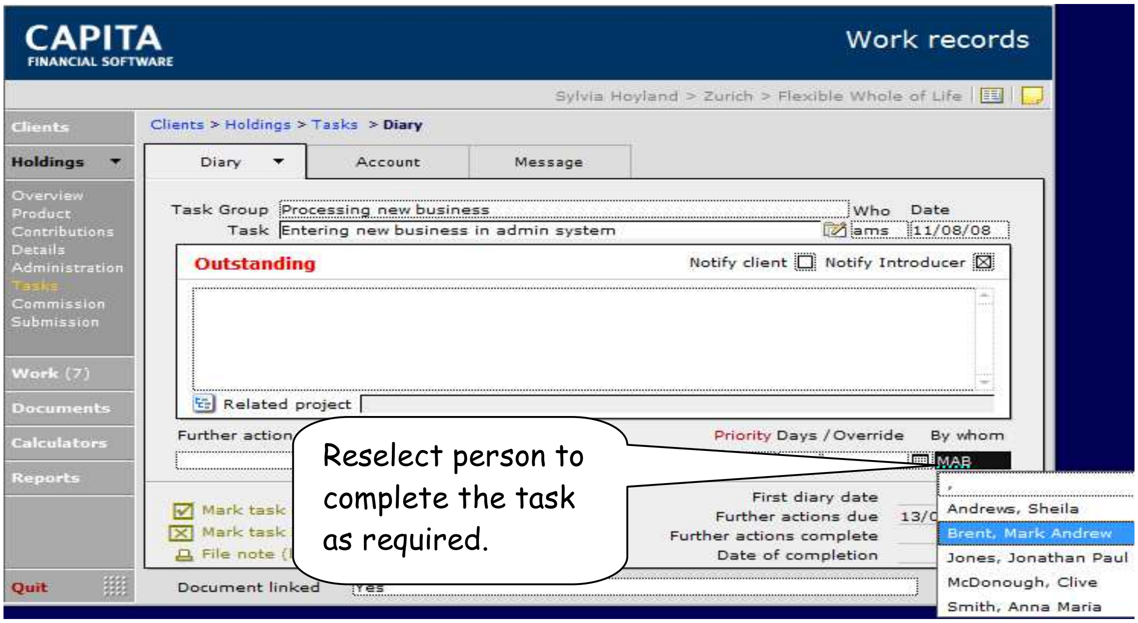
Once you are happy that the tracker selected is the tracker required click into the Create work group.



Return to the main task list for the holding.

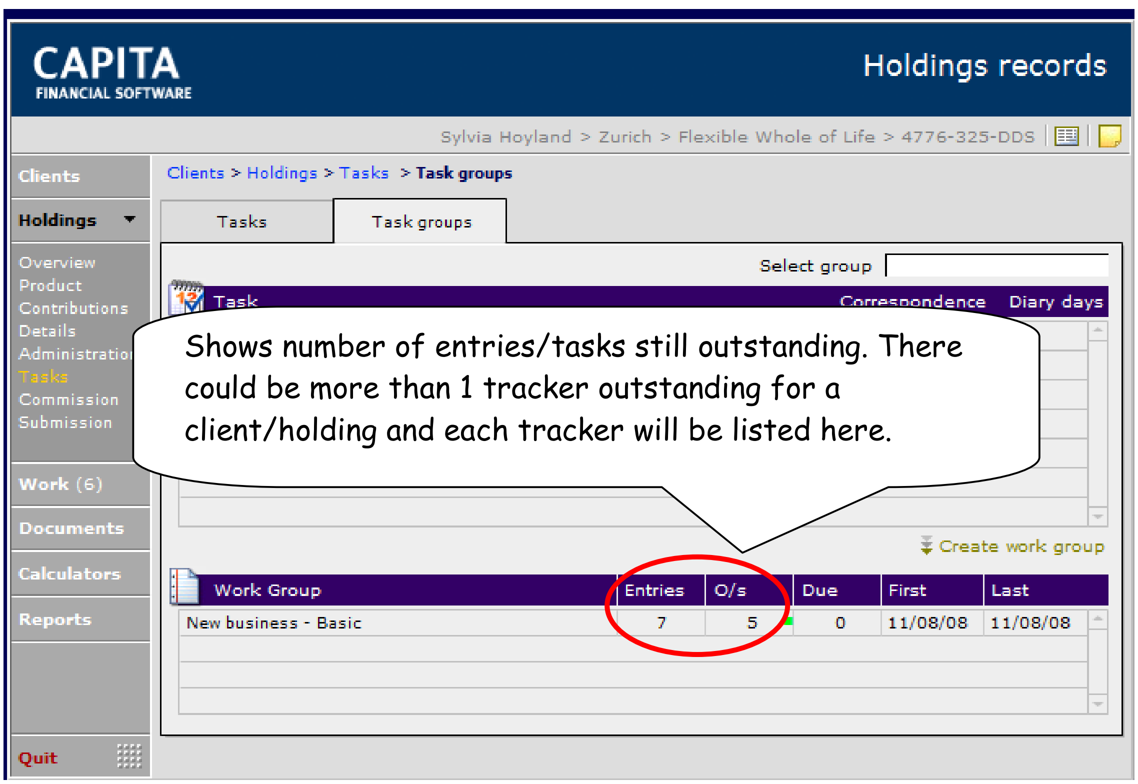


Each task in the tracker has been added to the holdings task list as an individual task, they are all at this stage are outstanding. You can now go into each task and reset the person required to complete each task from the staff drop down as required. Every task in the tracker will have defaulted to the person adding the tracker to the holding record although this might not be the person who will be completing each task. Each task will appear in the diary of CCD in the normal manner and each task needs to be individually completed.

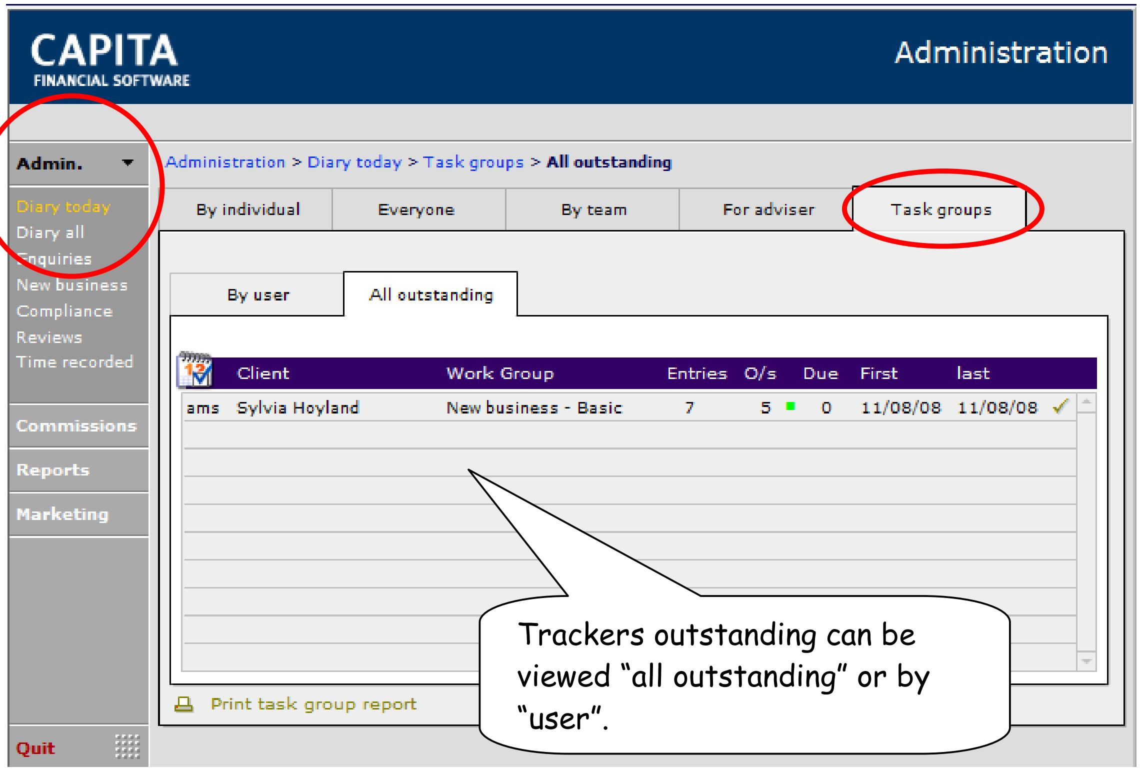


The progress of trackers can be followed in 2 ways.

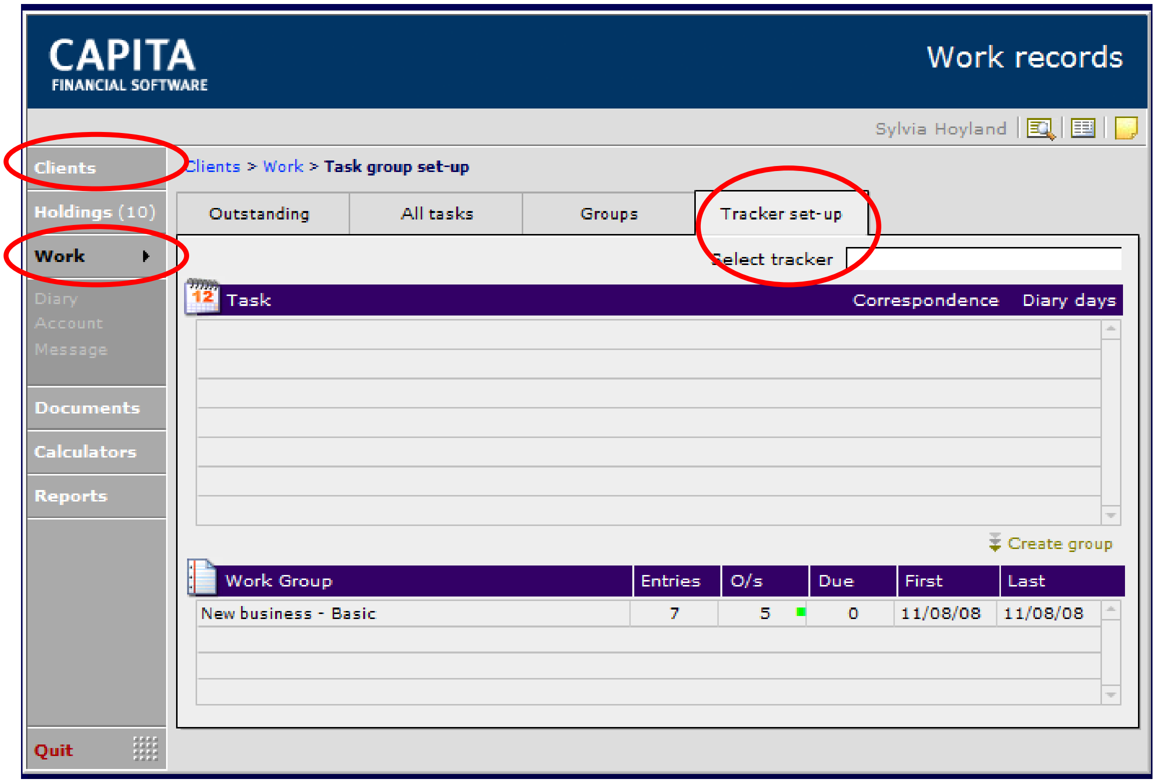
1. On the Task groups tab of the holdings task section.



2. The other way is from the diary section in the admin module.



Adding a tracker to a work item rather than a task is performed in the same way although the initial screens vary slightly.



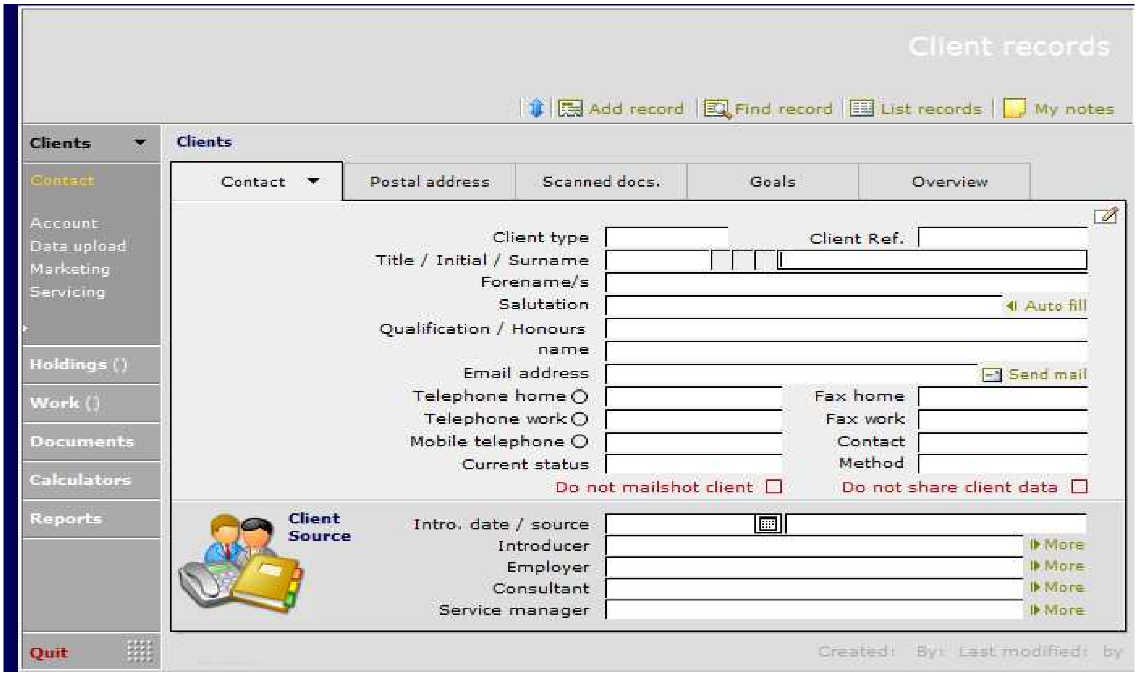
NB. As with work and tasks, trackers added at task level will be available to view in both tasks and work, while trackers added at work level will only be available at work level.

8. SEARCHING YOUR DATABASE

8.1. The Basic Search

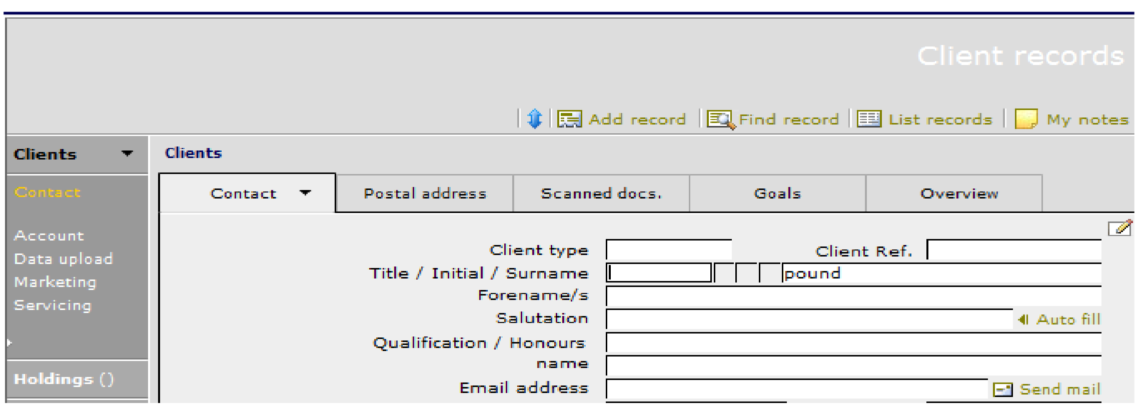
Within the clients screen you can search on any of the fields present and that you can complete multiple fields to narrow your search.
To search the system click into clients module from the main CCD menu. Select 

from the options at the top of the screen. This will blank all the fields for you to select your search criteria.

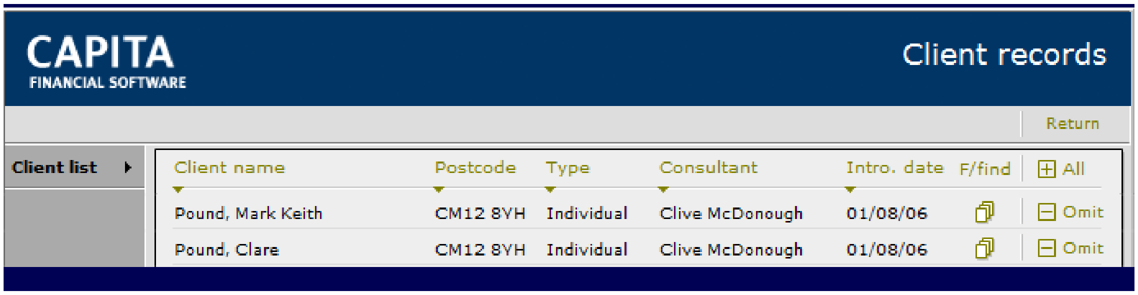


The clients surname is the most commonly used method of searching the system, therefore your cursor will appear in surname field first. This is a free type field so you can enter the full or part surname in order to conduct your search.

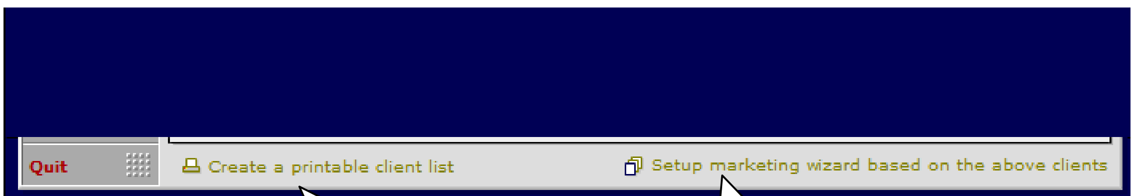
To add additional information move your cursor into the relevant field and then either type or select from the drop down presented. Once you have entered your information press the ENTER key on your keyboard.



You will then be presented with a list of clients to choose from.



To select a client simply click on the relevant line.
At the bottom of the list there are 2 other options available.

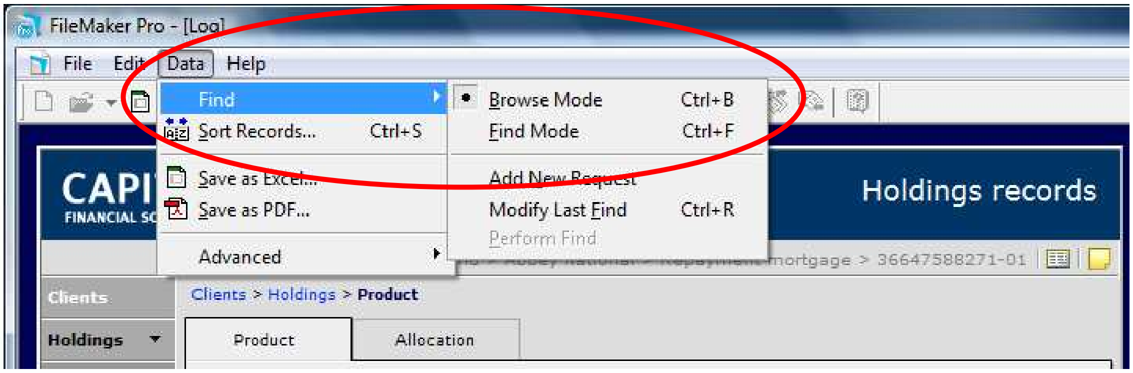


Gives a hard copy of the clients selected addresses and telephone numbers (will give the favoured telephone number as set on the front page of the clients record.)

Will take you through to the marketing section with the clients listed as the found set. (marketing wizard is covered later in this section).

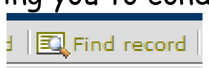
8.2. Using the Browse and find options

At the top of the screen on the main filemaker menu bar select the data option.

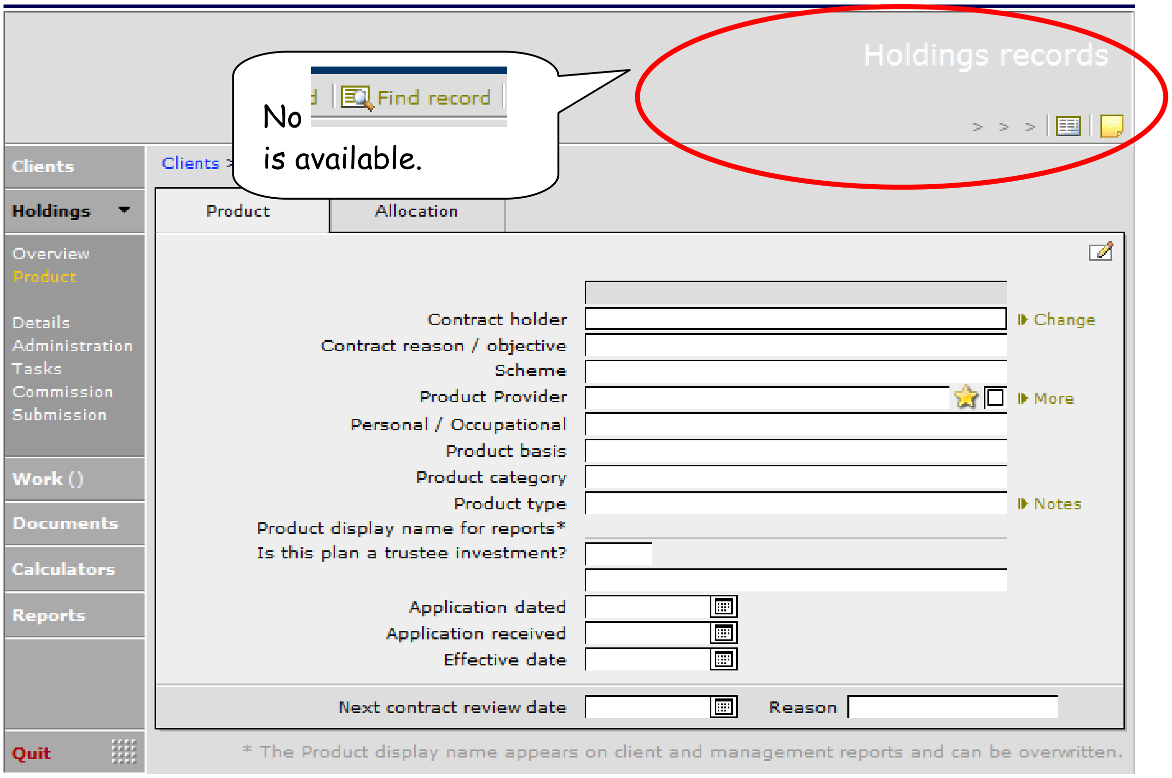


This option can be used to change the screen you are on into a "find" mode if needed, this option is not available for all but is dependent on the user level allocated to the staff member in their security details.

Browse mode is the default mode for CCD allowing you to view, add or make amendments to the information in the screen.

The "Find" mode however will change the screen you are in into a search screen similar to the basic client search, however this facility is available in nearly all of the CCD screens allowing you to conduct searches in many different places, and especially where the 

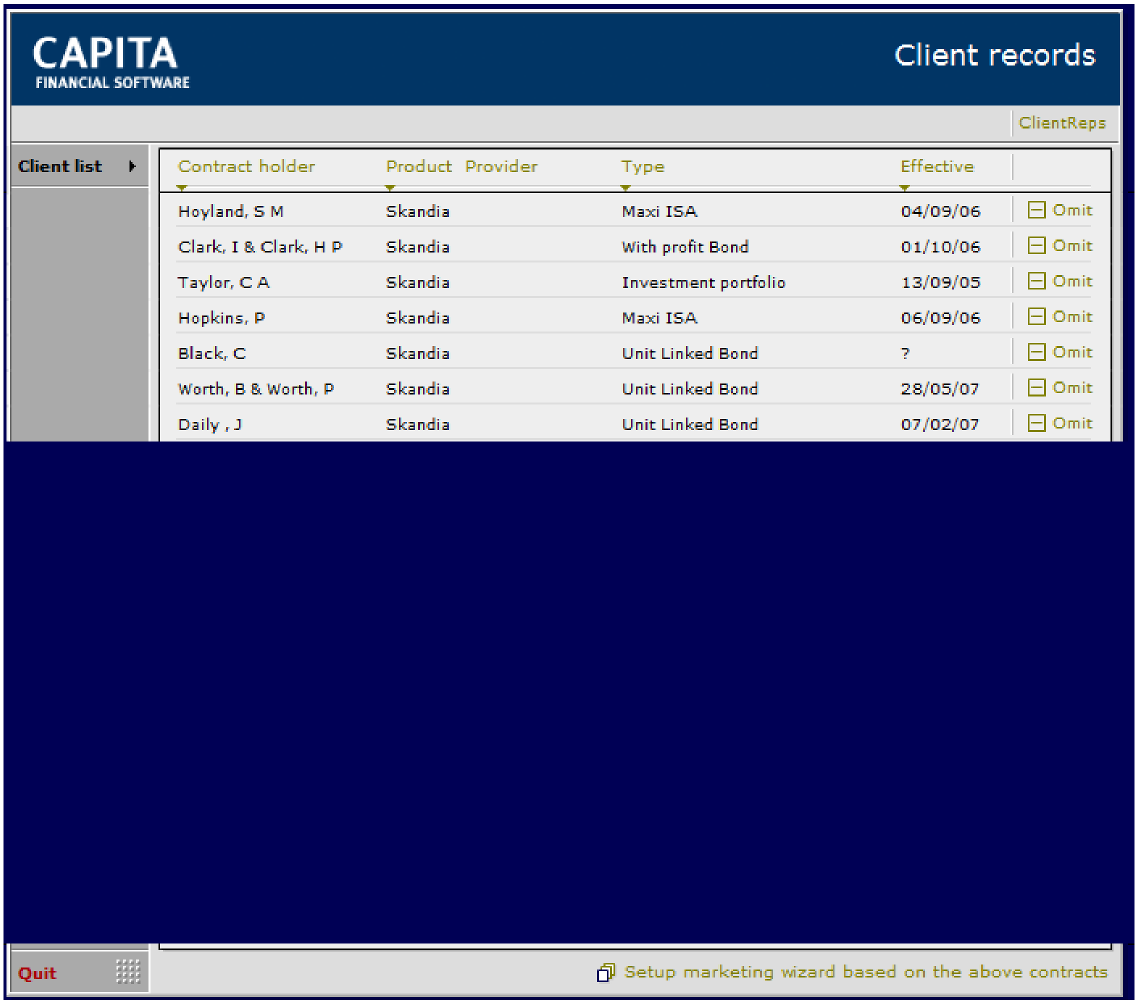
button is not available.



Searches can now be made by provider, product type, product category, policy number or nay of the other fields available.

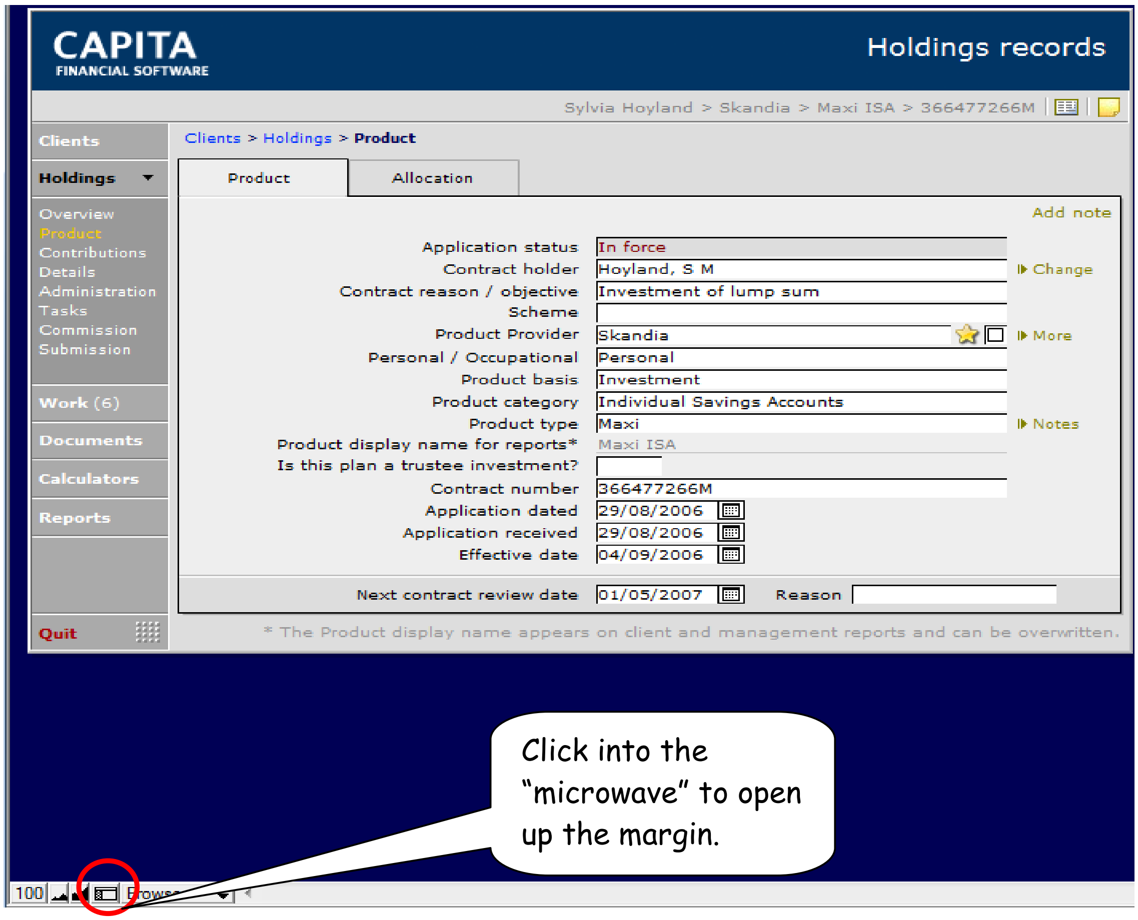
This option will not automatically present you with a list but will display one of the records in the found set. There are 2 ways to view all the found records. The first is to click onto the icon at the top of the screen for the list view.

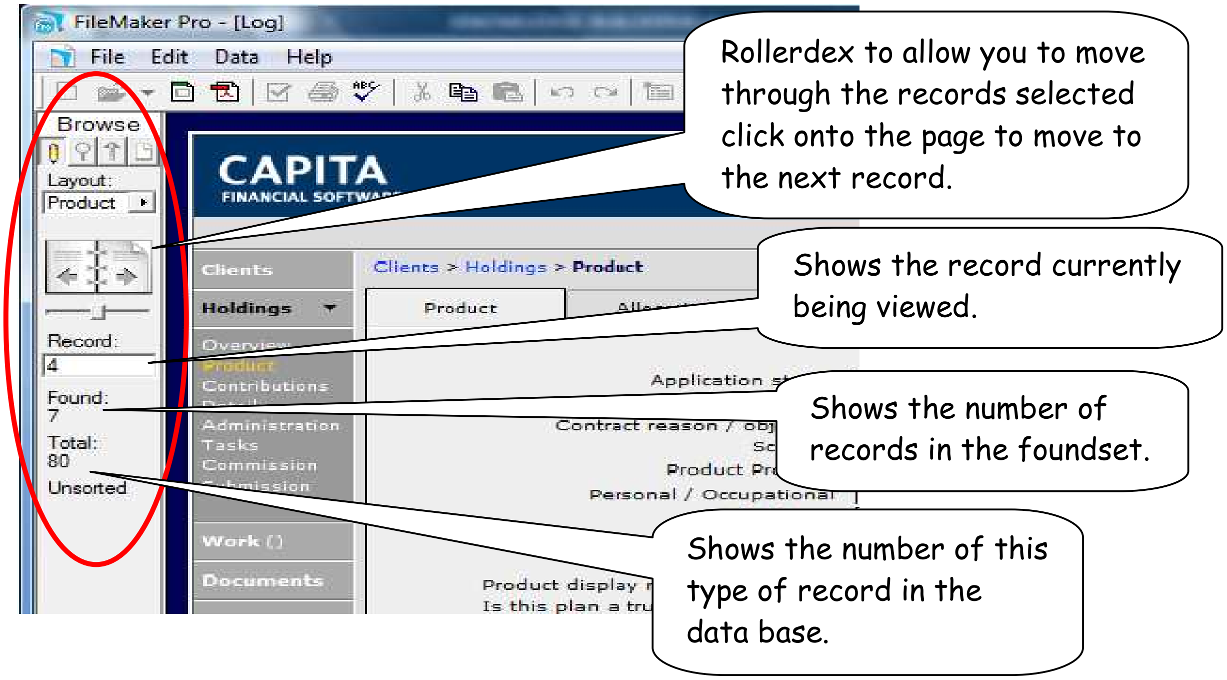
This will display a list of all the records that match the citeria set with the option to switch straight to a marketing campaign.



You can then select individual records for view from the list presented.

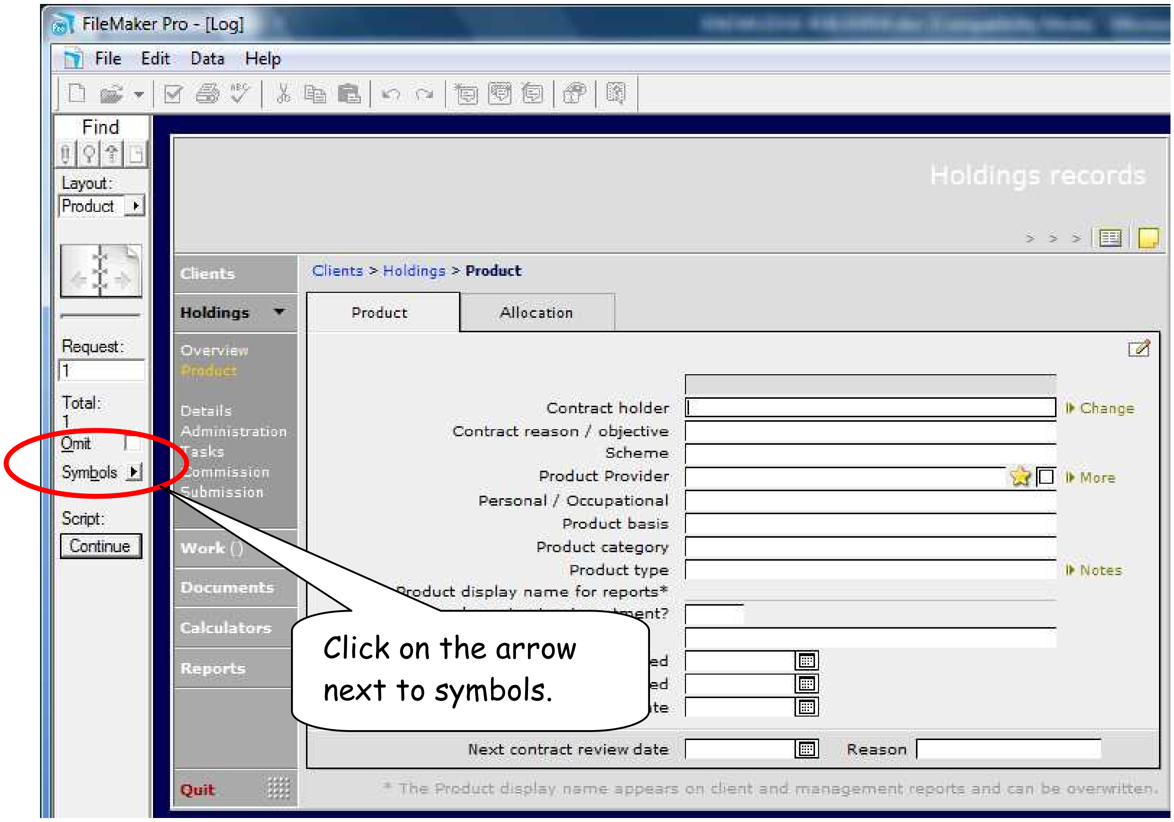
The second way to view records in a found set is to use the "microwave" on the bottom menu bar.

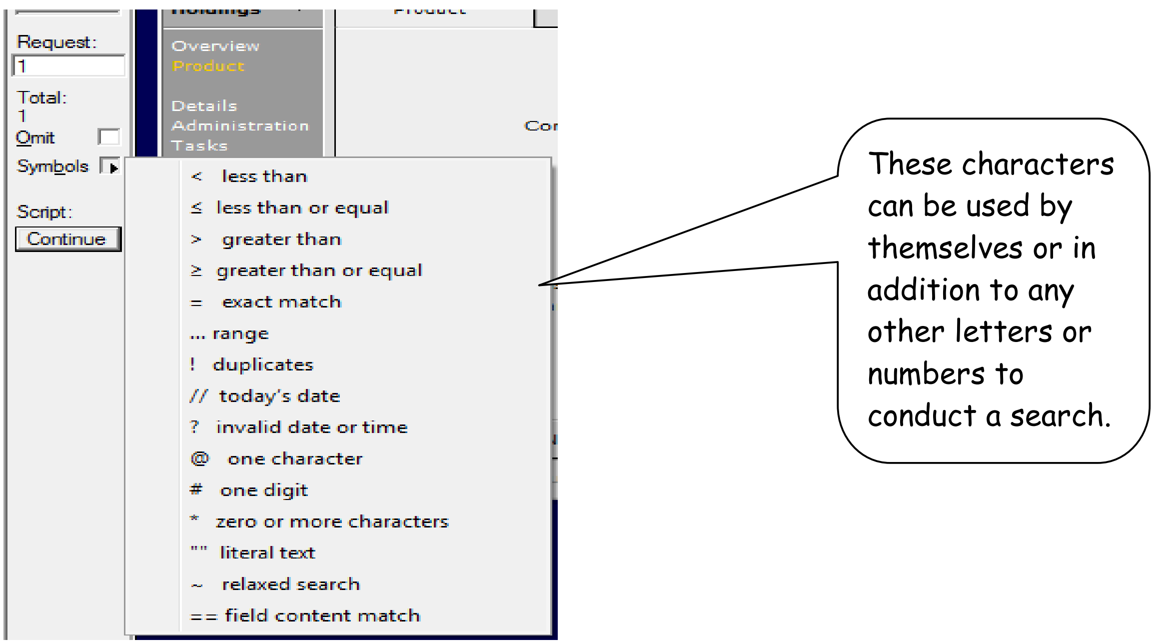




8.2.1. Using the "Symbols" search

Combining both the records menu and the find facility will give you greater options when it comes to searching for data in your system. When you are in a CCD screen open up the margin and change to find mode.


FileMaker Pro - [Log]
File Edit Data Help
Find
Layout:
Product
Request:
1
Total:
1
Omit
Symbols
Script:
Continue
Holdings records
Clients
Holdings
Overview
Product
Details
Administration
Tasks
Commission
Submission
Work ()
Documents
Calculators
Reports
Quit
Clients > Holdings > Product
Product
Allocation
Contract holder
Contract reason / objective
Scheme
Product Provider
Personal / Occupational
Product basis
Product category
Product type
Product display name for reports*
Change
More
Notes
Next contract review date
Reason
* The Product display name appears on client and management reports and can be overwritten.
Click on the arrow next to symbols.

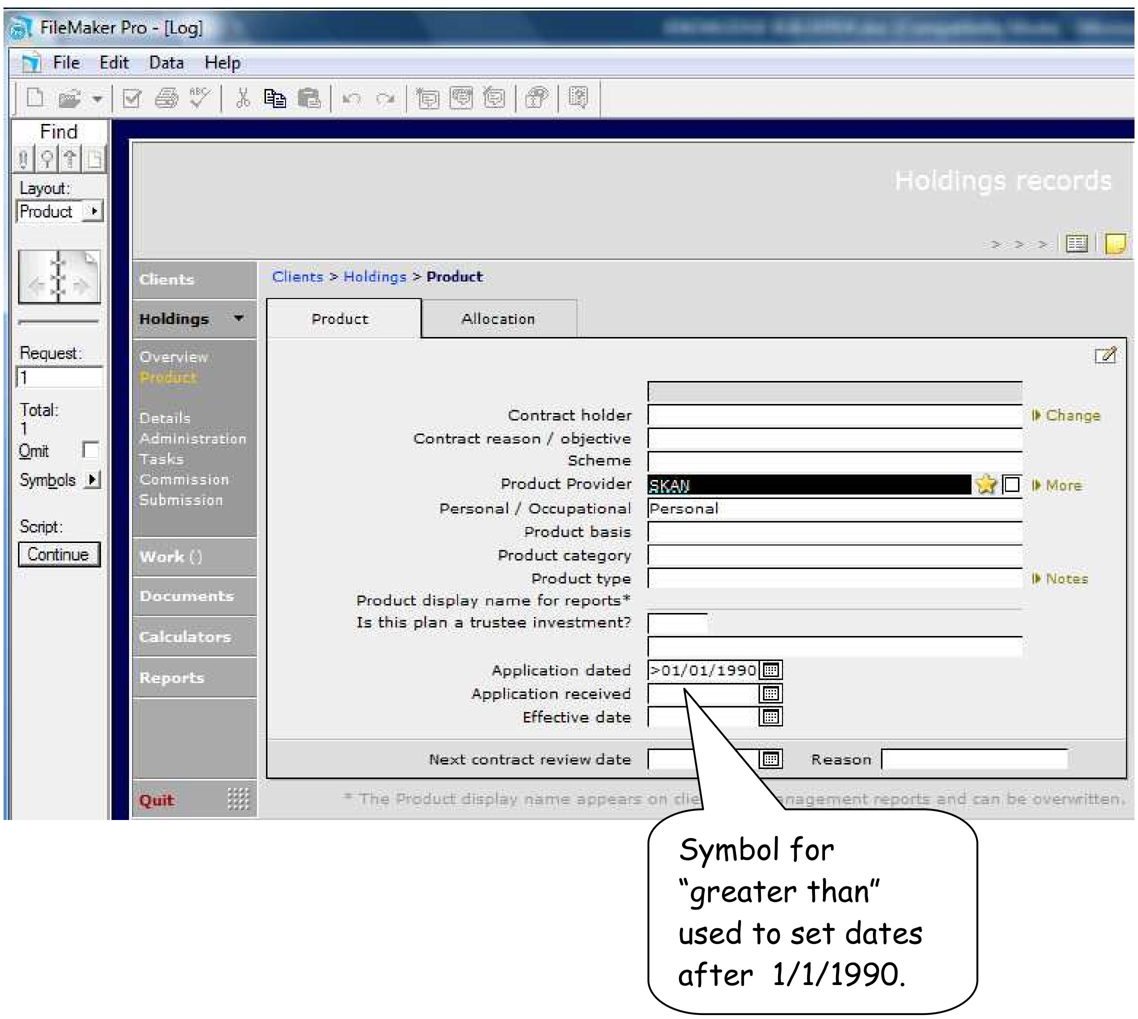

Request:
1
Total:
1
Omit
Symbols
Script:
Continue
Overview
Product
Details
Administration
Tasks
< less than
≤ less than or equal
> greater than
≥ greater than or equal
= exact match
... range
! duplicates
// today's date
? invalid date or time
@ one character
# one digit
* zero or more characters
"" literal text
~ relaxed search
== field content match
These characters can be used by themselves or in addition to any other letters or numbers to conduct a search.

These symbols can be entered by simply clicking on the relevant box in CCD and then either click on the character on the list or you can free type the character from your keyboard.

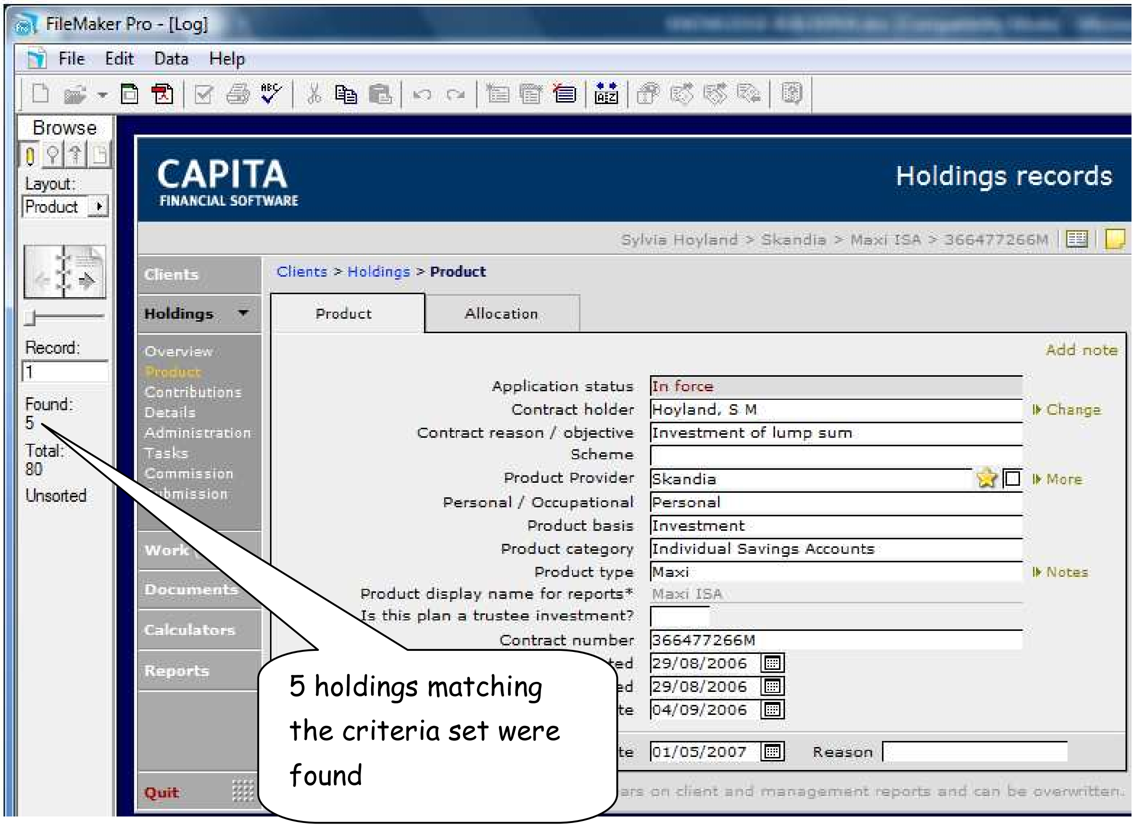
By ticking the omit option in the margin you will reverse the effect of the search i.e. search for everything except the criteria I have entered.

The example below shows how these additional characters could be used on the holdings screen.

The search criteria are all Skandia personal policies where the application is dated after 01/01/1990



The information is then returned.



Care does need to be taken when using the symbols as you may get unexpected results. Remember that where you specify certain criteria the system will take this as literally correct.

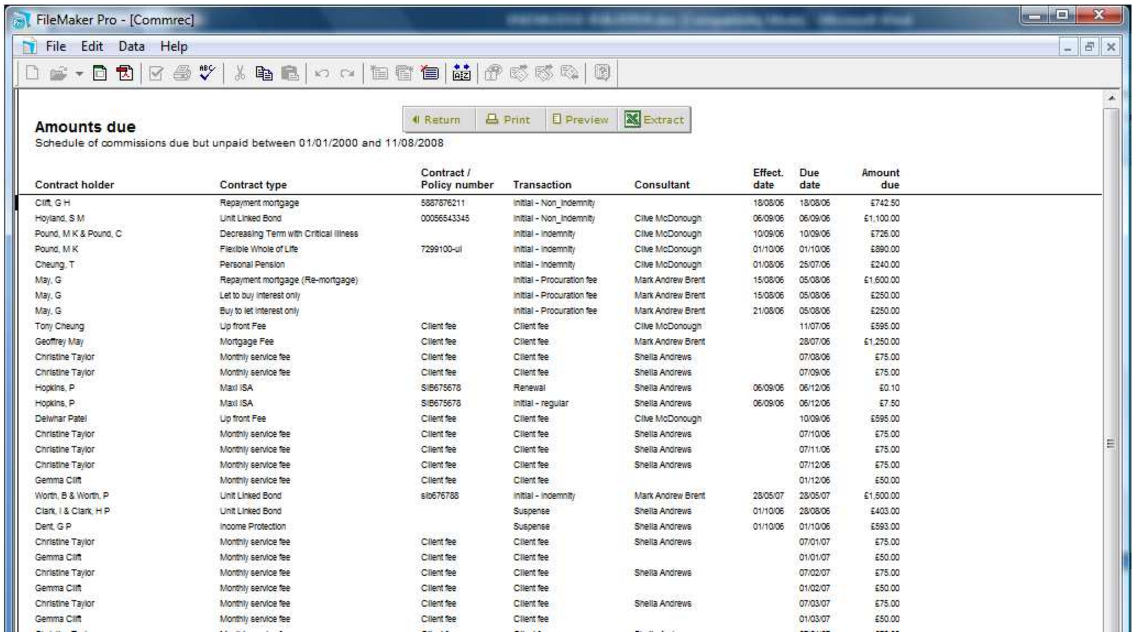
If you were looking for clients where the telephone number is blank then using the character * (zero or more characters) will not work. This would have the effect of searching your system for every telephone number field that contained at least 1 numeric character in it. If however you searched the telephone number field with the symbol = (exact match) and nothing else it would search for all clients where this field was blank.

8.3. Searching in reports

The same search principals can be applied to the reports in CCD however care needs to be taken when doing this as some reports are specifically titled. Most reports created at client level will show the clients name at the top of the

report therefore modifying the search on that style of report will most likely result in multiple clients appearing on the report: however the clients name in the title will not change.
Within the Admin area most reports are not specifically titled and may be more easily modified.

To start the search of a report, enter a CCD report, the report we will use on this example is in the commission reports, Due not paid schedule for (Provider).

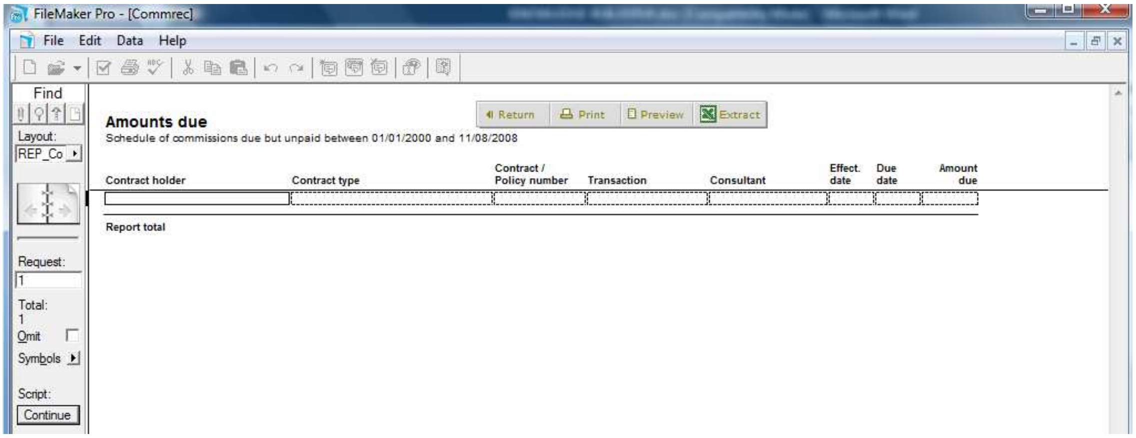


Amounts due
Schedule of commissions due but unpaid between 01/01/2000 and 11/08/2008

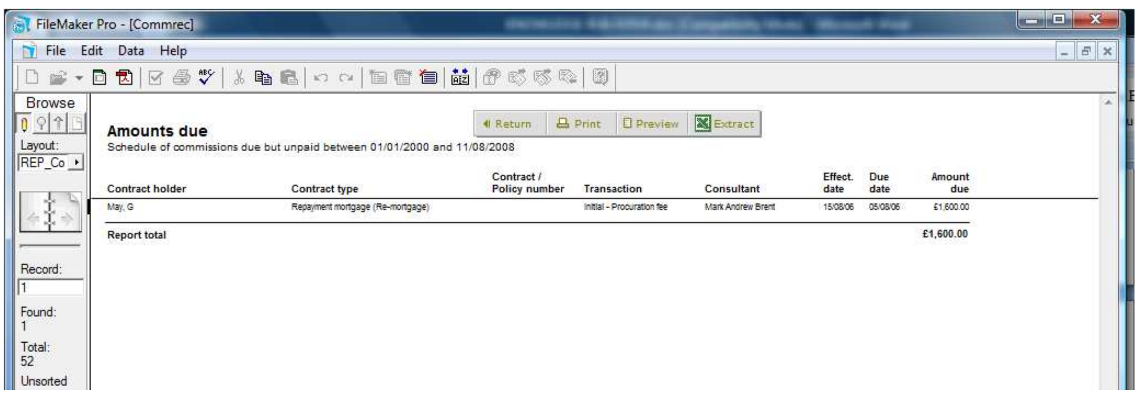
Contract holder	Contract type	Contract / Policy number	Transaction	Consultant	Effect. date	Due date	Amount due
Clift, G H	Repayment mortgage	5887876211	Initial - Non_Indemnity		18/08/06	18/08/06	£742.50
Hoyland, S M	Unit Linked Bond	00056543345	Initial - Non_Indemnity	Clive McDonough	06/09/06	06/09/06	£1,100.00
Pound, M K & Pound, C	Decreasing Term with Critical Illness		Initial - Indemnity	Clive McDonough	10/09/06	10/09/06	£726.00
Pound, M K	Flexible Whole of Life	7299100-ul	Initial - Indemnity	Clive McDonough	01/10/06	01/10/06	£890.00
Cheung, T	Personal Pension		Initial - Indemnity	Clive McDonough	01/08/06	25/07/06	£240.00
May, G	Repayment mortgage (Re-mortgage)		Initial - Procuration fee	Mark Andrew Brent	15/08/06	05/08/06	£1,600.00
May, G	Let to buy interest only		Initial - Procuration fee	Mark Andrew Brent	15/08/06	05/08/06	£250.00
May, G	Buy to let interest only		Initial - Procuration fee	Mark Andrew Brent	21/08/06	05/08/06	£250.00
Tony Cheung	Up front Fee	Client fee	Client fee	Clive McDonough		11/07/06	£595.00
Geoffrey May	Mortgage Fee	Client fee	Client fee	Mark Andrew Brent		28/07/06	£1,250.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/08/06	£75.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/09/06	£75.00
Hopkins, P	Maxi ISA	SIB675678	Renewal	Sheila Andrews	06/09/06	06/12/06	£0.10
Hopkins, P	Maxi ISA	SIB675678	Initial - regular	Sheila Andrews	06/09/06	06/12/06	£7.50
Delwhar Patel	Up front Fee	Client fee	Client fee	Clive McDonough		10/09/06	£595.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/10/06	£75.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/11/06	£75.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/12/06	£75.00
Gemma Clift	Monthly service fee	Client fee	Client fee			01/12/06	£50.00
Worth, B & Worth, P	Unit Linked Bond	sib676788	Initial - Indemnity	Mark Andrew Brent	28/05/07	28/05/07	£1,500.00
Clark, I & Clark, H P	Unit Linked Bond		Suspense	Sheila Andrews	01/10/06	28/08/06	£403.00
Dent, G P	Income Protection		Suspense	Sheila Andrews	01/10/06	01/10/06	£593.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/01/07	£75.00
Gemma Clift	Monthly service fee	Client fee	Client fee			01/01/07	£50.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/02/07	£75.00
Gemma Clift	Monthly service fee	Client fee	Client fee			01/02/07	£50.00
Christine Taylor	Monthly service fee	Client fee	Client fee	Sheila Andrews		07/03/07	£75.00
Gemma Clift	Monthly service fee	Client fee	Client fee			01/03/07	£50.00

As before to conduct a search use both the margin (microwave) and the find mode (filemaker menu bar – data – find – find mode).

This will have the effect of clearing the entire report ready to accept new search details.



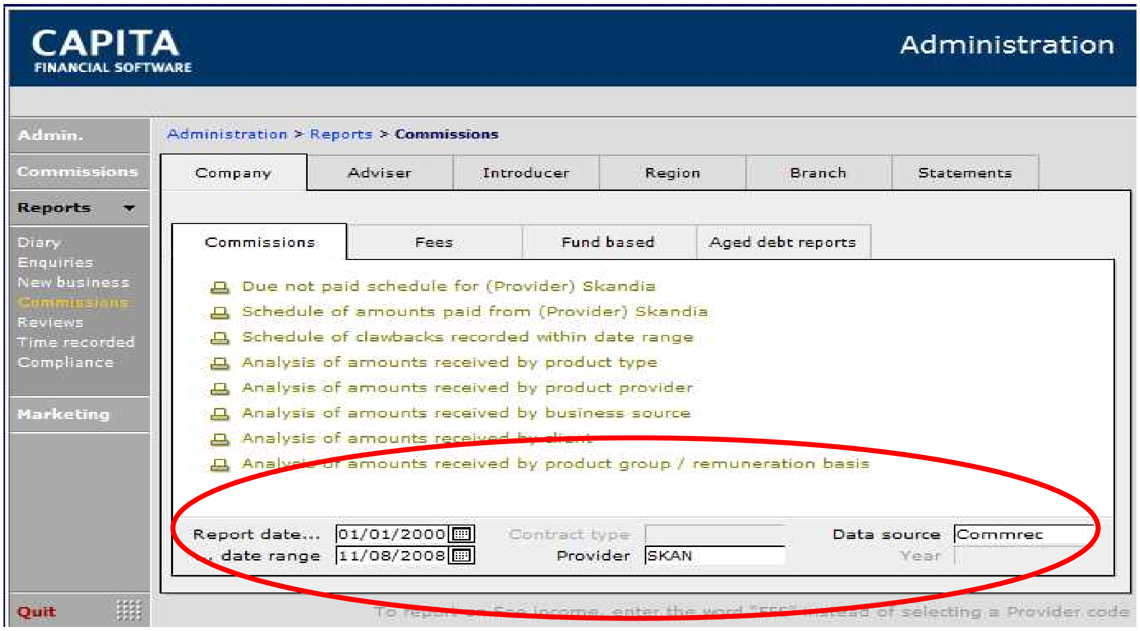
The example below shows how to find any unpaid procuration fee where it is greater than £300.

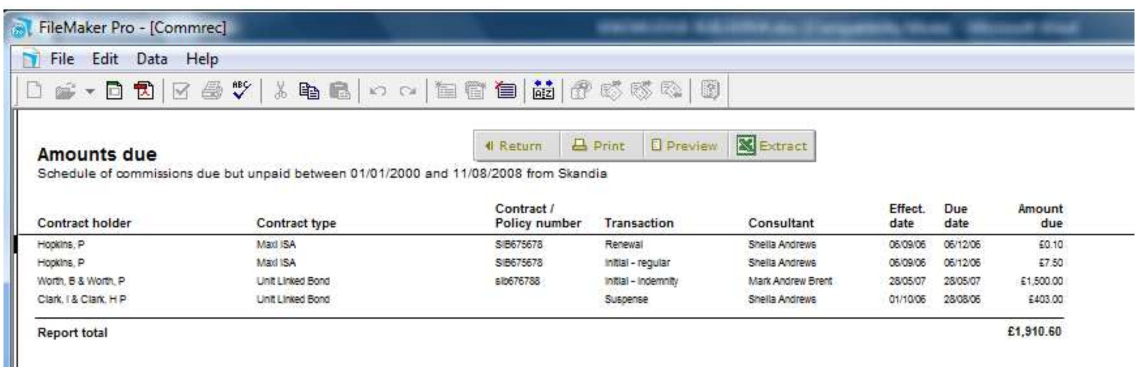


8.3.1. Modify Search

When using reports you have the option to modify the search criteria that you have entered. A report is in itself a "found set" the find criteria being set by the scripting behind the report. Once the report has been run you have the option to modify it.

This report has been run for Amount due but not paid on the date range 1/1/2000 to 11/08/2008 for Skandia.



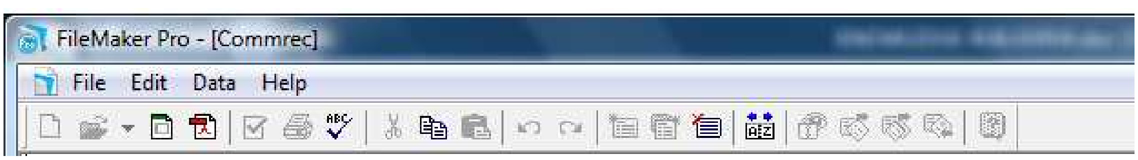


Amounts due

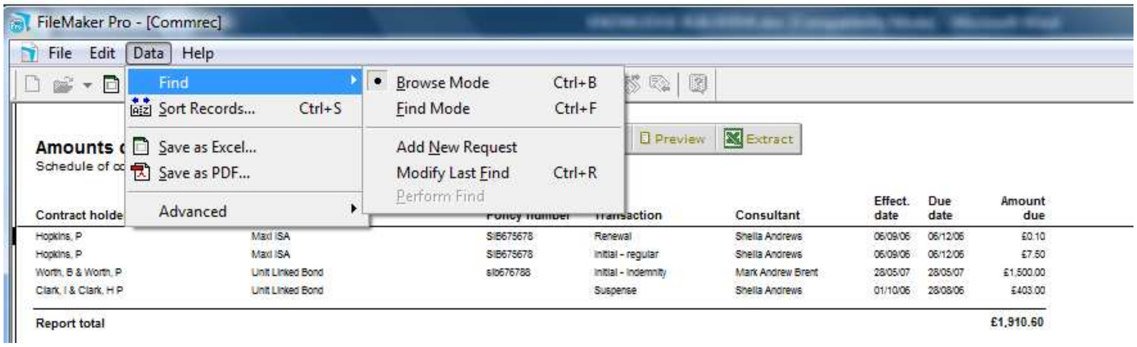
Schedule of commissions due but unpaid between 01/01/2000 and 11/08/2008 from Skandia

Contract holder	Contract type	Contract / Policy number	Transaction	Consultant	Effect. date	Due date	Amount due
Hopkins, P	Maxi ISA	SIB675678	Renewal	Sheila Andrews	06/09/06	06/12/06	£0.10
Hopkins, P	Maxi ISA	SIB675678	Initial - regular	Sheila Andrews	06/09/06	06/12/06	£7.50
Worth, B & Worth, P	Unit Linked Bond	sib676788	Initial - Indemnity	Mark Andrew Brent	28/05/07	28/05/07	£1,500.00
Clark, I & Clark, H P	Unit Linked Bond		Suspense	Sheila Andrews	01/10/06	28/08/06	£403.00
Report total							£1,910.60

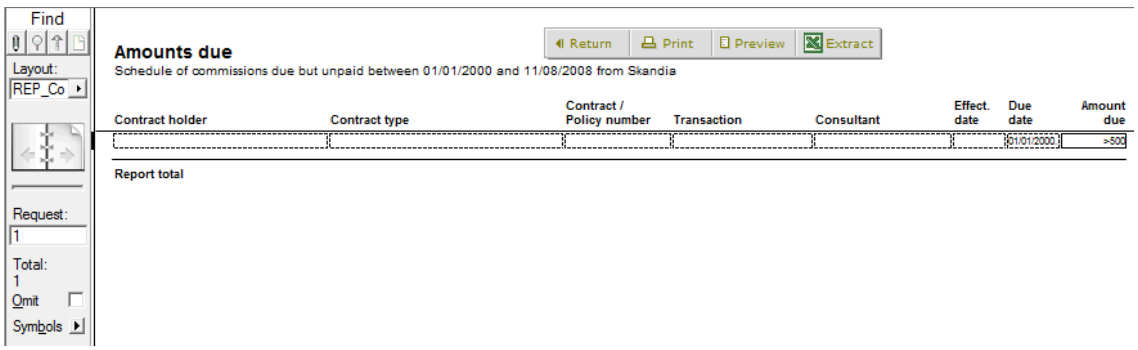
Once you have your report on screen you will see at the top of the screen the filemaker toolbar



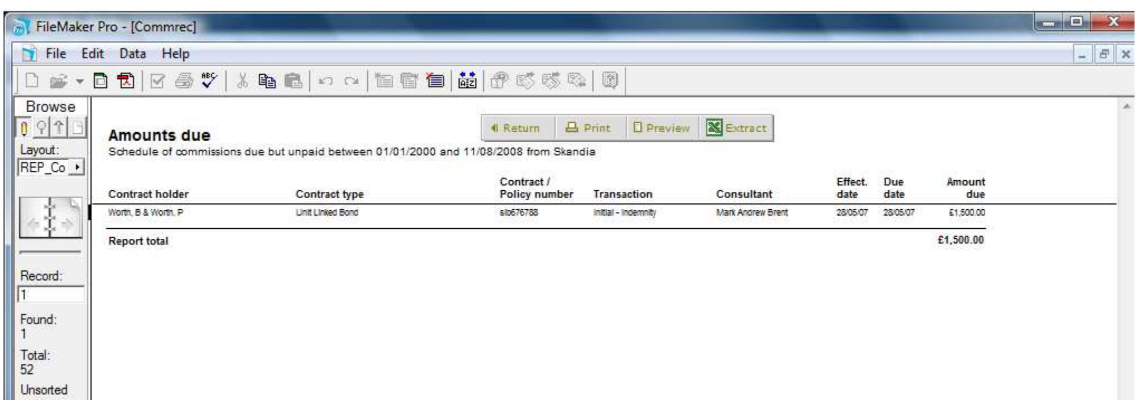
Click into Data and then find and then Modify last find.



The search criteria is entered in the same way as for the "find" search. In the example below there is a need to find any amount due greater than £500.



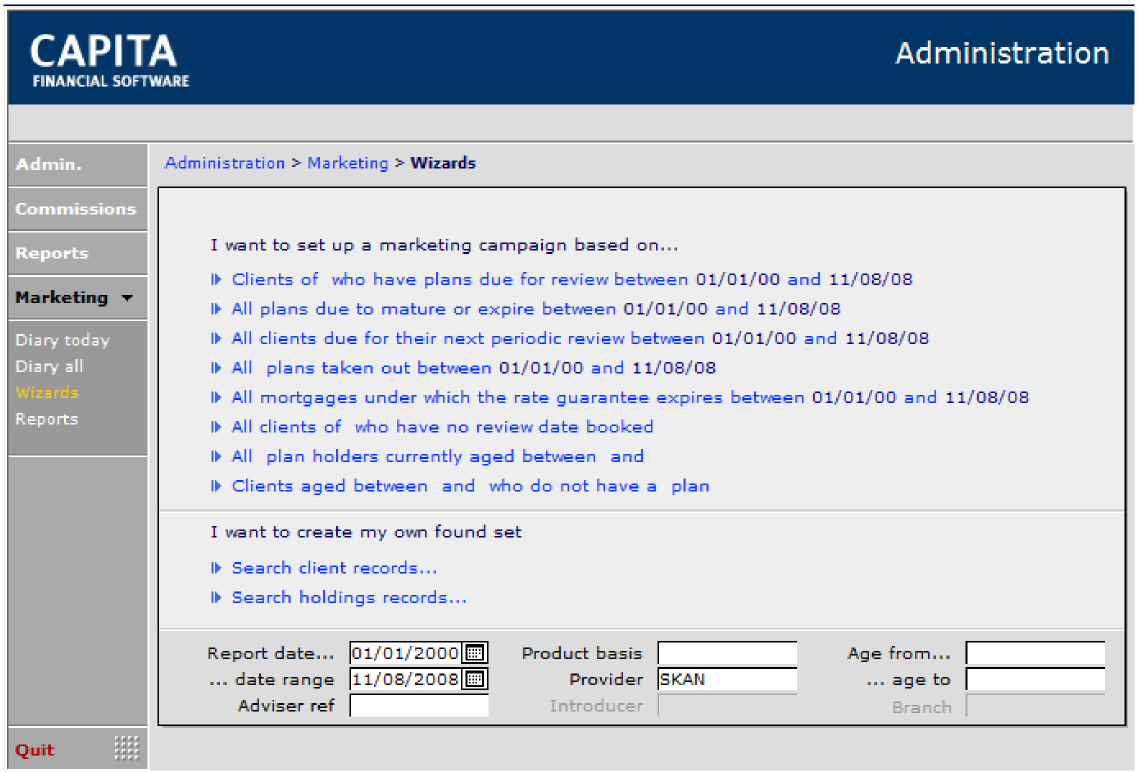
By pressing enter on the keyboard the report will now apply your new criteria to the report, retaining the original report details.



As you can see from the example the report is still for Skandia between the date ranges selected however it now only displays amounts greater than £500.

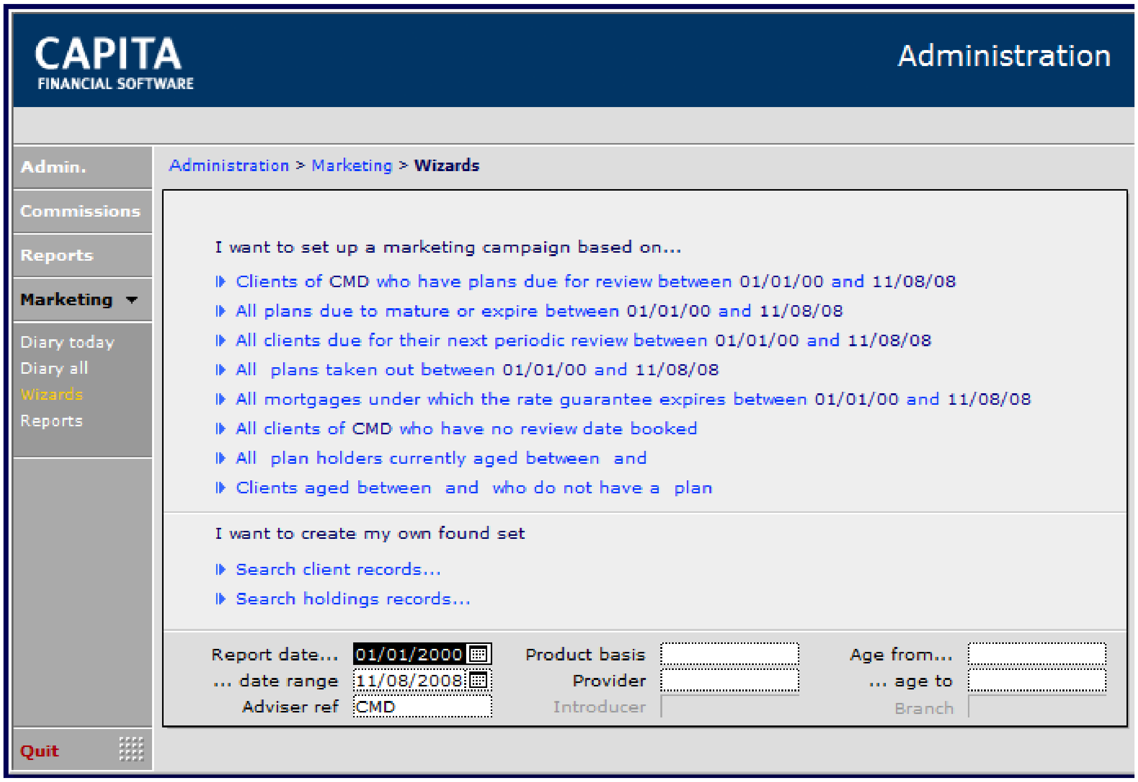
9. USING A STANDARD MARKETING WIZARD

Within the Admin module is the marketing section. Under Wizards there are a number of pre-set marketing campaigns that can be run.



The screen is split into two parts. The upper eight links need to be completed by using the options at the bottom of the screen. The other two links below allow you to create your own searches.

The example below is for all of Clive's clients with reviews due between 01/01/2000 and 11/08/2008.

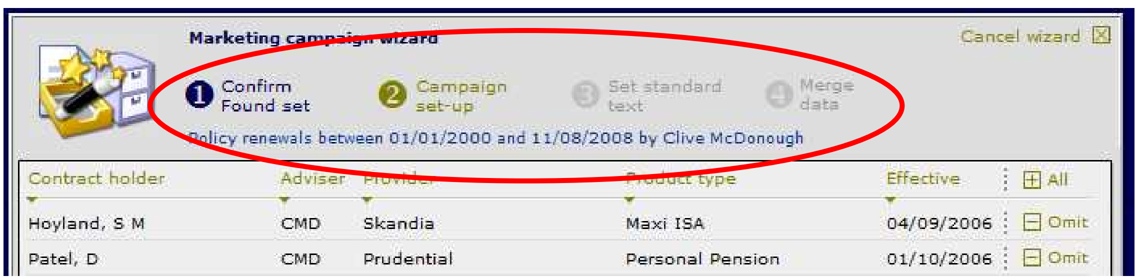


The information is returned in the list format with additional options at the bottom of the page.

At this point you have the option to omit any clients that you do not wish to contact, or that have the deceased/do not mail flag logged against their record To delete the records already flagged as deceased/do not mail use the link at the bottom of the page.

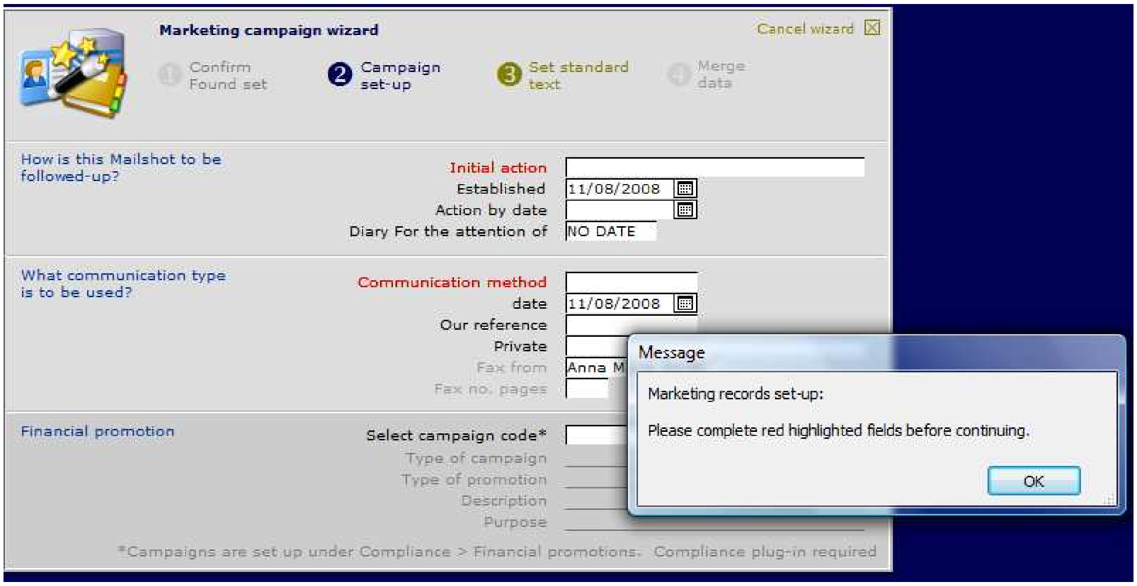
To omit individual records use the Omit at the end of each record.

You now need to follow the four steps across the top of the screen to complete the marketing wizard.

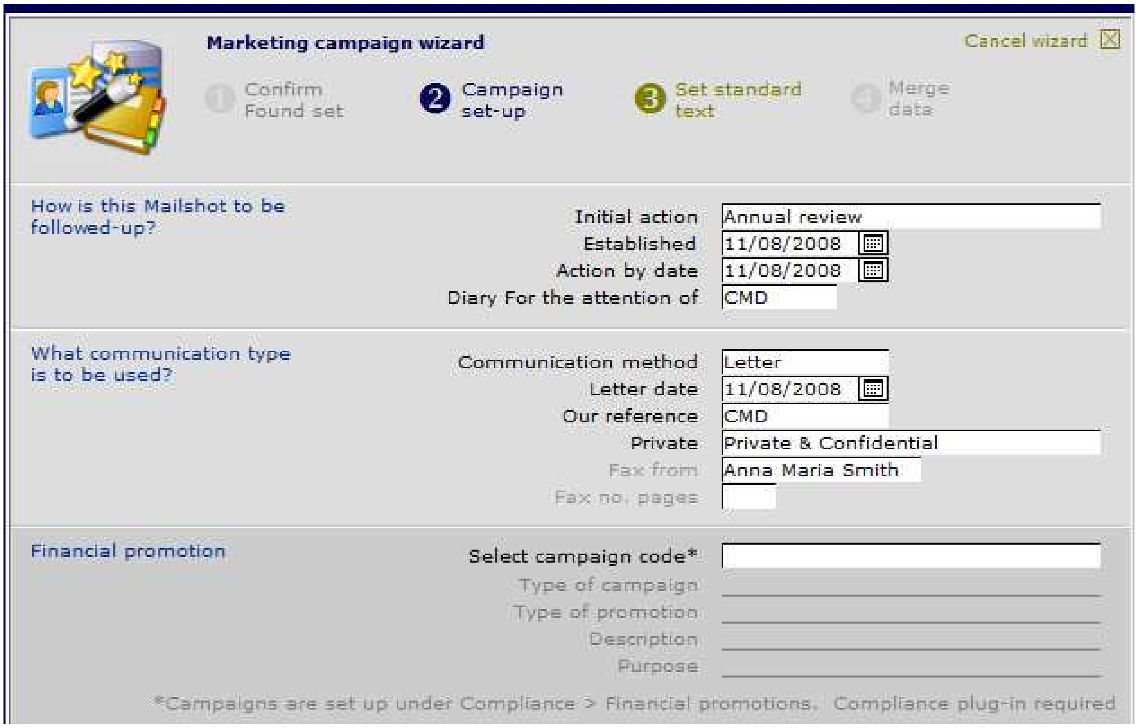


1. Confirm found set has been completed. (as above)
2. Campaign set-up. This will now check that you wish to use the list of client found, just one client from the list or to cancel the marketing wizard.

3. Set standard Text. Here you will attach a letter already created and saved in standard text for free type a new letter to be sent to all the clients in the found set.

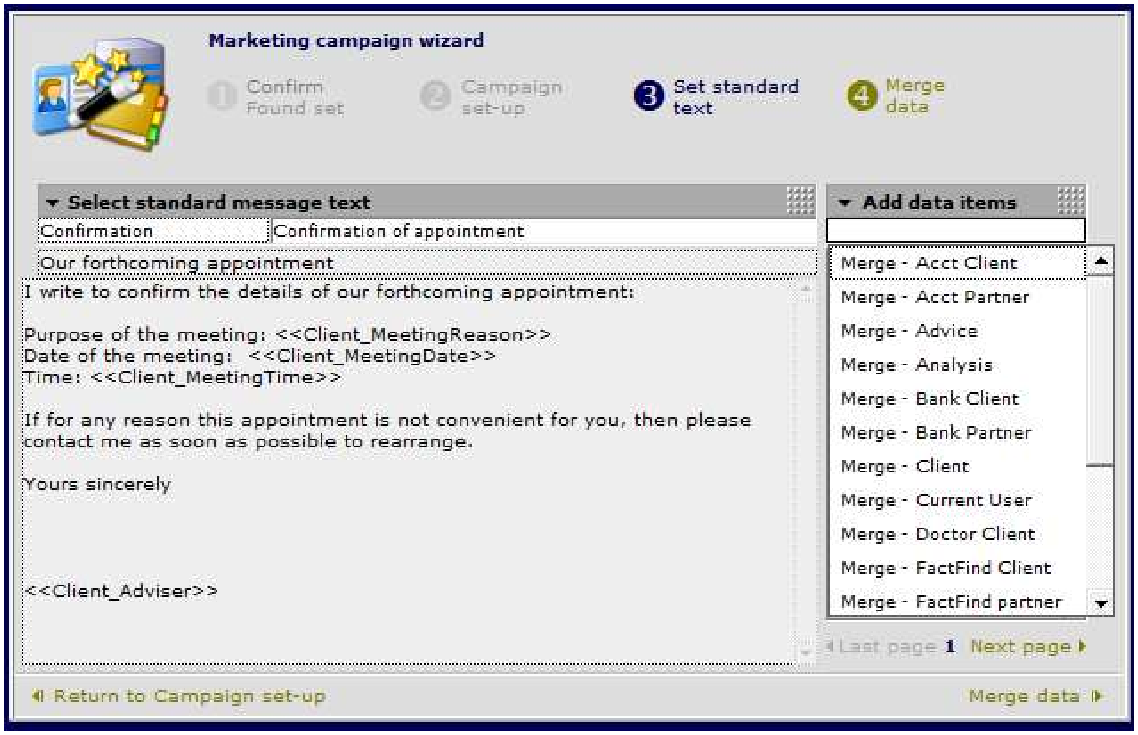


Complete the fields as required. If the compliance module is being used to monitor campaigns select the campaign code from the drop down box.



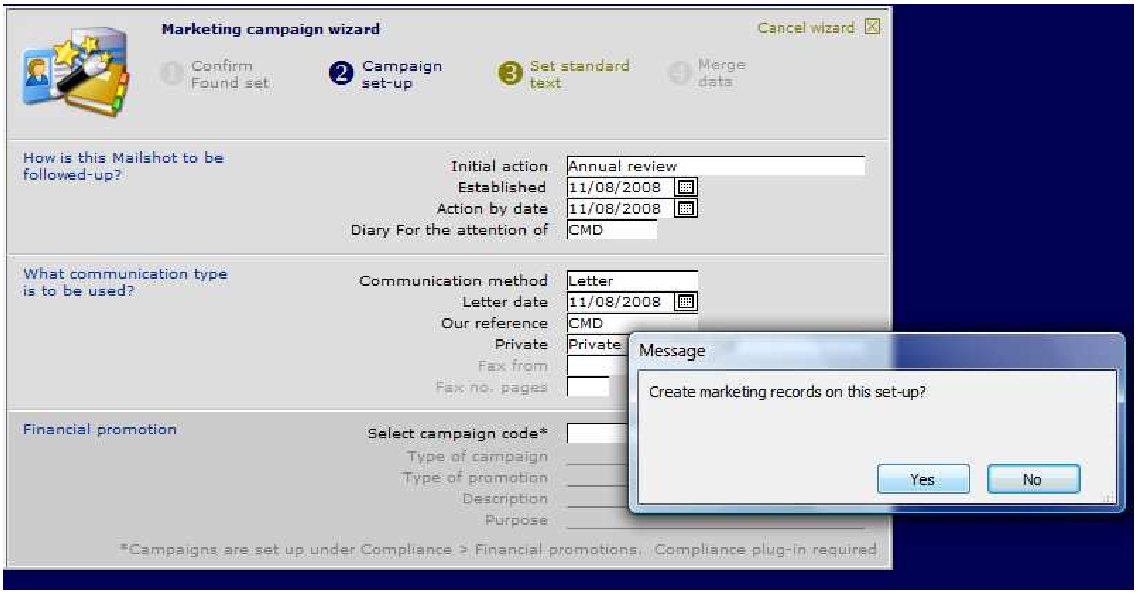
Click onto the 

a second time and you will see the letter selection screen similar to the screen seen in work/tasks.



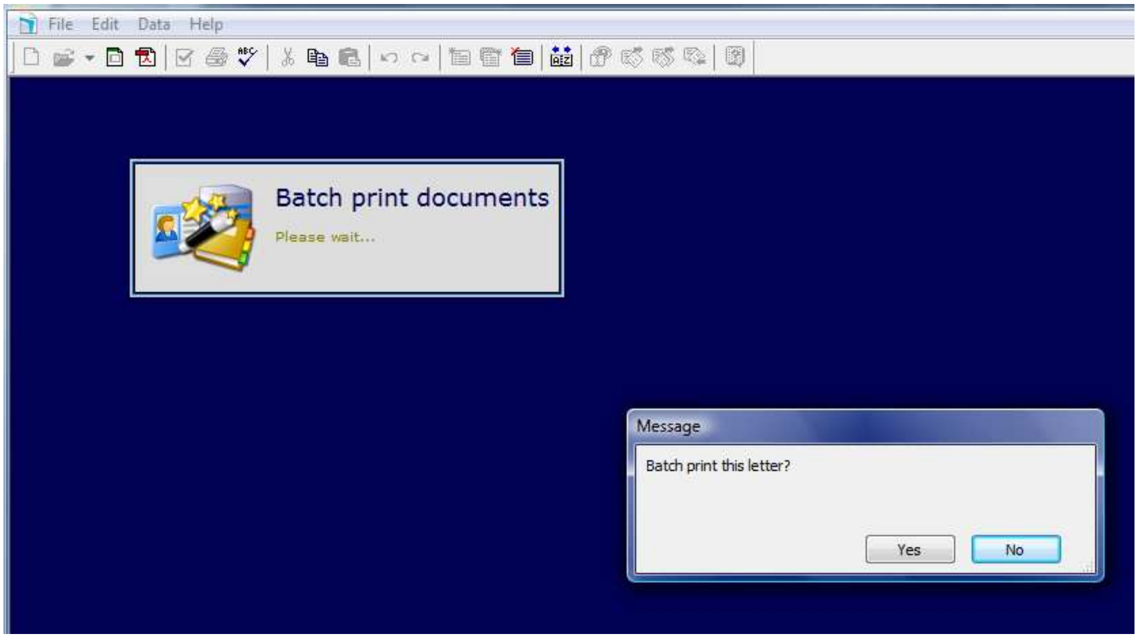
Select/type/create your letter using merge fields where required in exactly the same way as in work/tasks.

4. Merge Data. Click onto the merge data link and you will be asked to confirm that marketing records should be created for the found set.

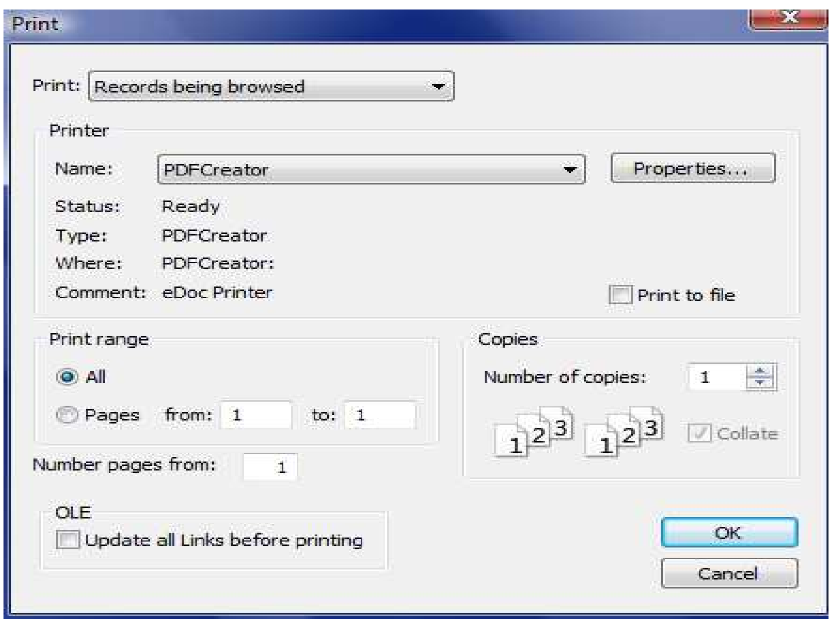


Once the data has been merged you will get the option to view the letters or to batch print them.

Batch Print all 2 Letters dated 11/08/2008 will ask you to confirm that these letters should be batch printed.



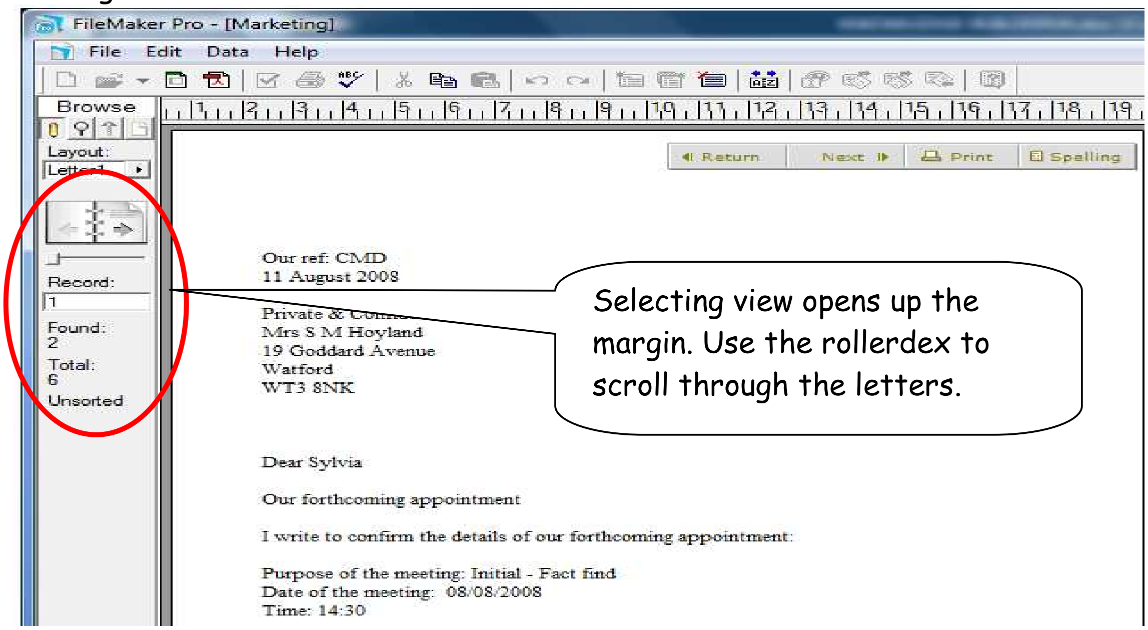
You will then be asked to select your printer.



Once letters have been sent to the printer you will be returned to the merged data screen.

There is no option for additional formatting to these letters, they will print in standard font and size.

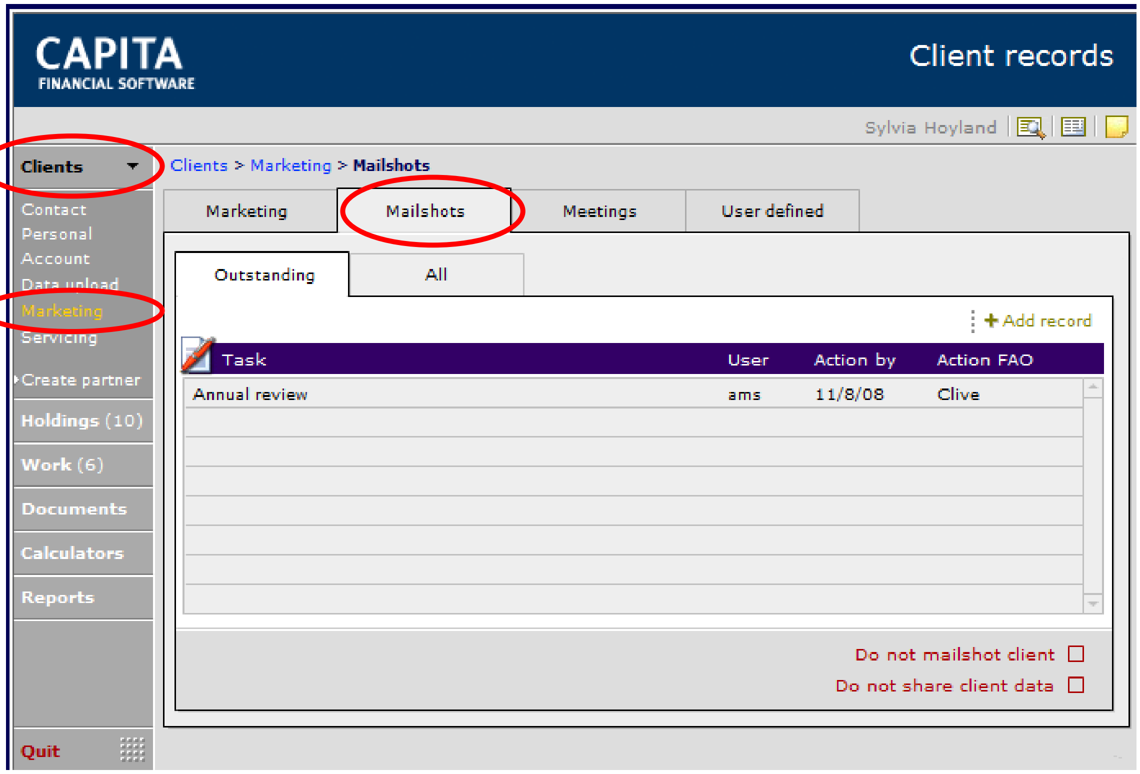
will allow you to scroll through the letters, check that all merge fields have been added and amend any that have missing data or need additional information.



10. VIEWING THE CLIENTS MARKETING DIARY ENTRY

After entering a marketing campaign on the system each corresponding client will now have an entry in their marketing diary.

To view this go to the clients file and select marketing – mailshots.

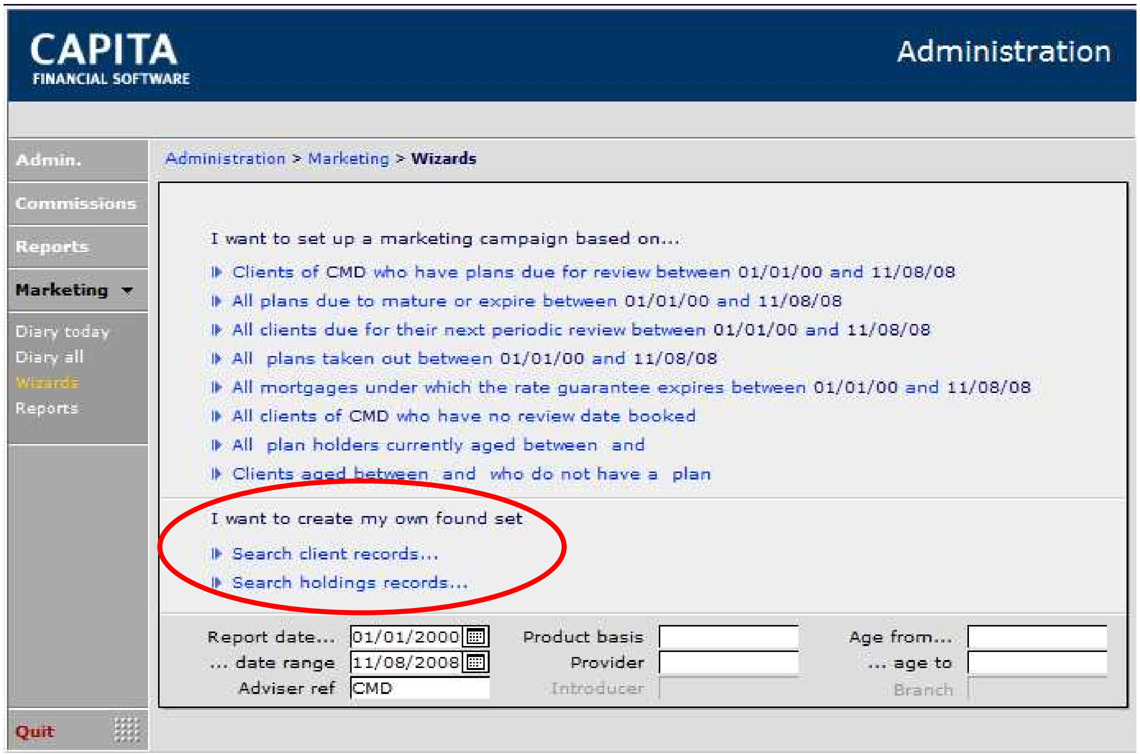


If a date was set for the work to be done by then the marketing record will appear in outstanding. All completed campaigns will show in the all tab.

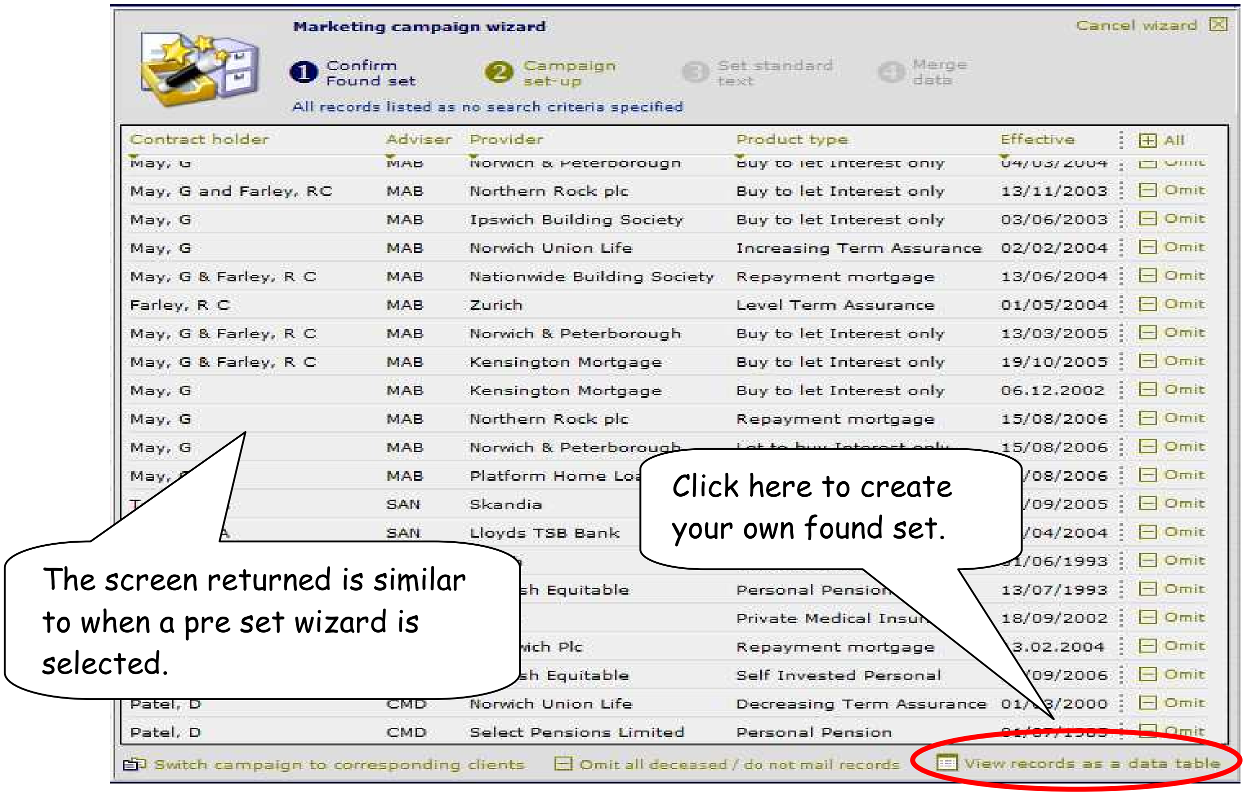
To view the details of the campaign click into the relevant line, You will be able to make any additional notes , complete the task or view the letter that was sent.

11. CREATING A MANUAL CAMPAIGN USING THE DATA TABLE

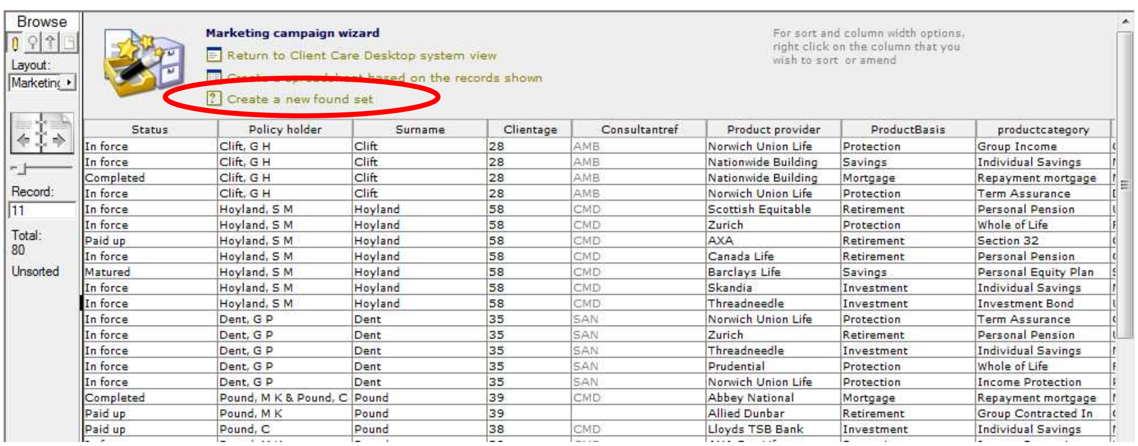
The process for creating your own marketing campaign is similar to that of the wizards, however, you are able to search for more detailed information.



The example below shows the screen returned for Search the holdings record.

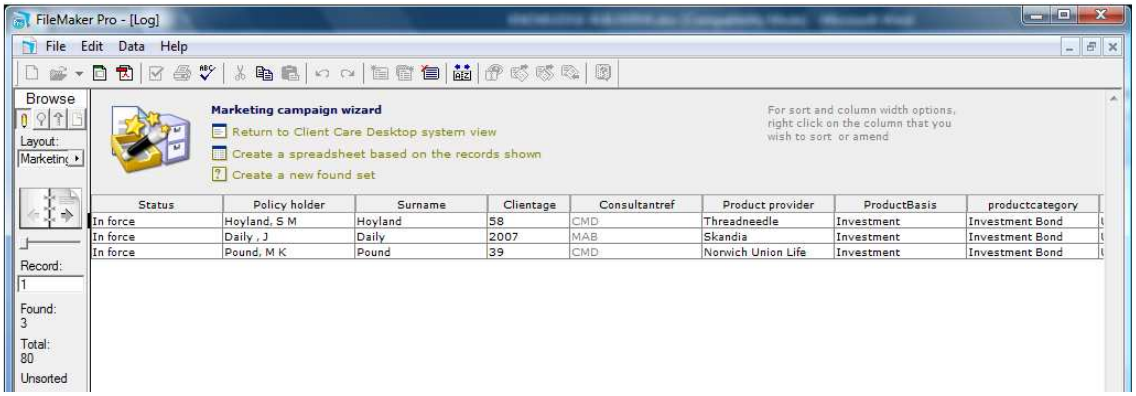


This takes you into a spreadsheet style screen where you will see more fields available for selection. Now using the Create a new found set option and combining this with the search techniques as described previously in this guide you will be able to conduct searches for more specific information,



The "spreadsheet" displayed is too large to display in full on the screen and the scroll bars along the bottom and the side need to be used to view all the columns available.

The example below shows all bonds held on a single basis with a contribution greater than £2000.

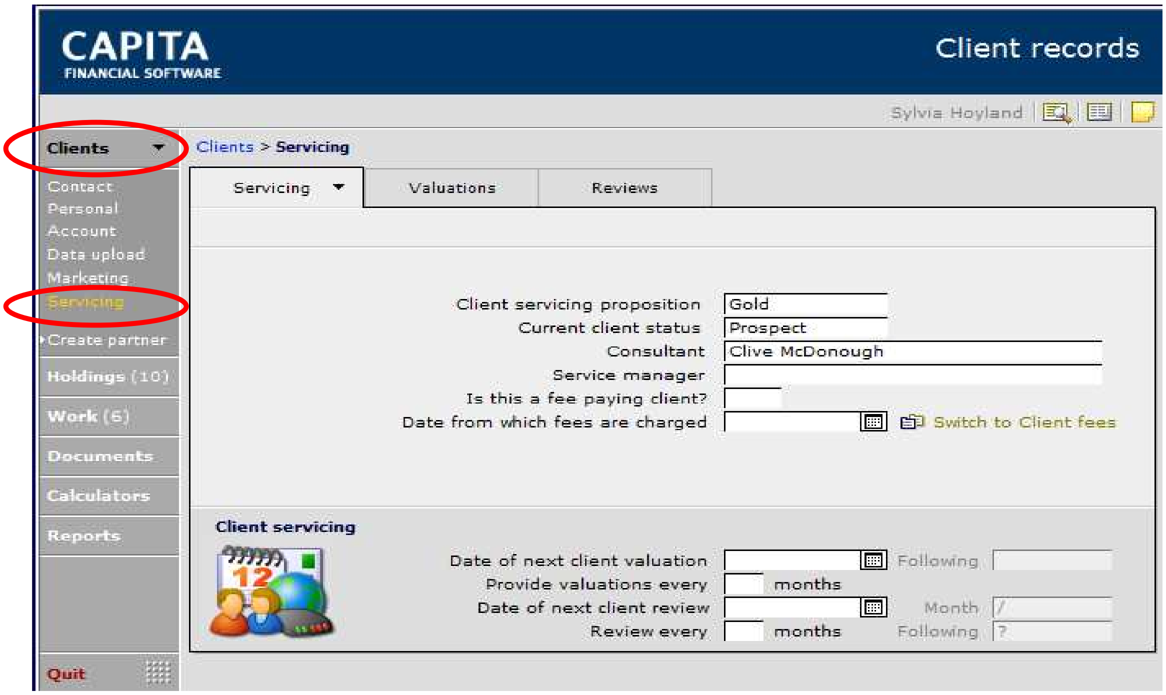


Click onto the Return to Client Care Desktop system view.

Continuing the campaign from this point onwards is exactly the same as previously described in this guide.

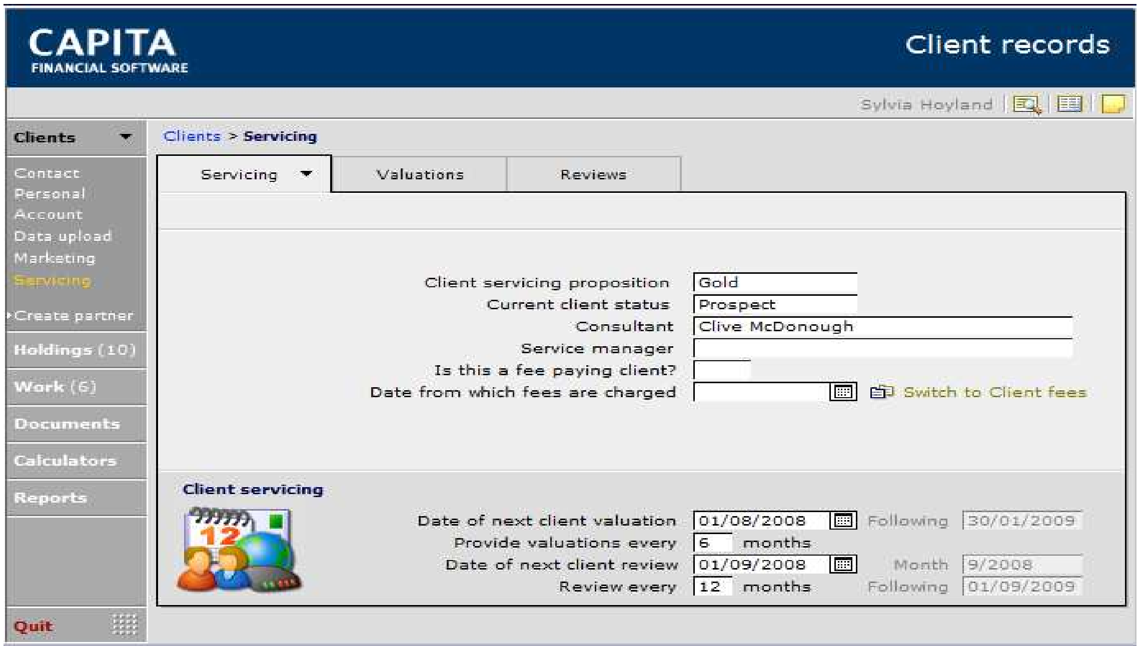
12. CLIENT SERVICING

Within the Clients Servicing screens there are a number of fields that can be completed in order to record next review and valuation dates.

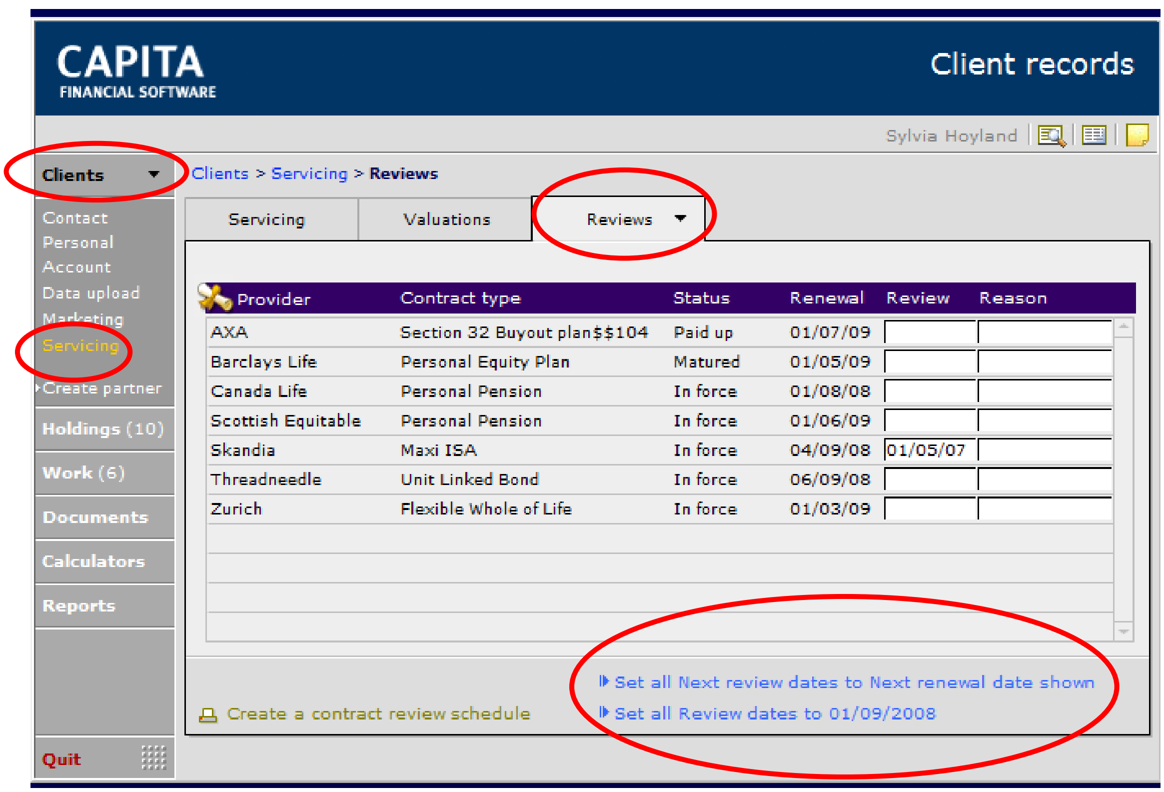


The top half of the servicing screen shows general information regarding the servicing proposition for the client. The bottom half of the screen allows more detailed information to be added around valuations and reviews.

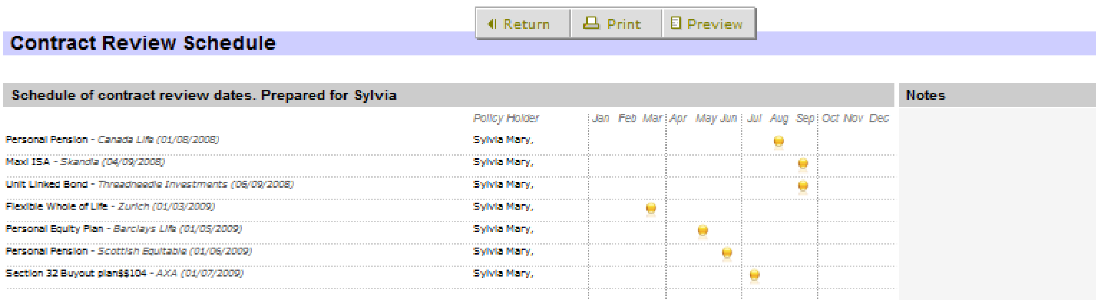
To enter a review or valuation date, complete the date of next client review/valuation field and the Review/Value in XX months.


CAPITA
FINANCIAL SOFTWARE
Client records
Sylvia Hoyland
Clients
Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner
Holdings (10)
Work (6)
Documents
Calculators
Reports
Quit
Clients > Servicing
Servicing
Valuations
Reviews
Client servicing proposition
Gold
Current client status
Prospect
Consultant
Clive McDonough
Service manager
Is this a fee paying client?
Date from which fees are charged
Switch to Client fees
Client servicing
Date of next client valuation
01/08/2008
Following
30/01/2009
Provide valuations every
6
months
Date of next client review
01/09/2008
Month
9/2008
Review every
12
months
Following
01/09/2009

12.1. Reviews


CAPITA
FINANCIAL SOFTWARE
Client records
Sylvia Hoyland
Clients
Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner
Holdings (10)
Work (6)
Documents
Calculators
Reports
Quit
Clients > Servicing > Reviews
Servicing
Valuations
Reviews
Provider
Contract type
Status
Renewal
Review
Reason
AXA
Section 32 Buyout plan$$104
Paid up
01/07/09
Barclays Life
Personal Equity Plan
Matured
01/05/09
Canada Life
Personal Pension
In force
01/08/08
Scottish Equitable
Personal Pension
In force
01/06/09
Skandia
Maxi ISA
In force
04/09/08
01/05/07
Threadneedle
Unit Linked Bond
In force
06/09/08
Zurich
Flexible Whole of Life
In force
01/03/09
Set all Next review dates to Next renewal date shown
Create a contract review schedule
Set all Review dates to 01/09/2008

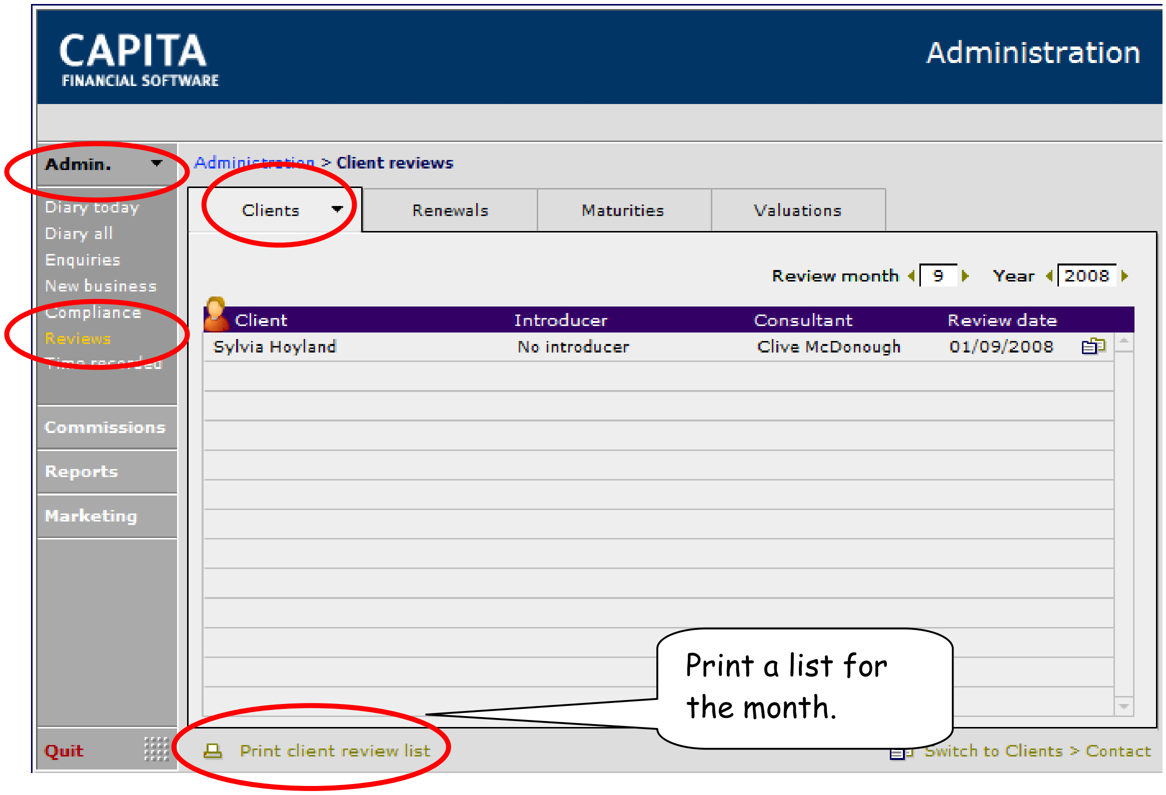
All the clients current policies/holdings will be listed. Any review dates that have been entered on the individual policies will pre-populate the screen.
If no dates have been entered on the individual policies then there are 2 other options. Both shown as blue links at the bottom of the page.
Set all Next review dates to Next renewal date shown will take the renewal date of the policy as the review date and input this date into the review column.
Set all Review dates to 01/09/2008 will set all the contracts to the same date as specified on the servicing tab. This option is usually taken when an adviser is due to visit a client.
At the bottom of the screen is a report that will give you a chart of the clients review dates Create a contract review schedule.



12.2. Admin reviews section

The admin area within CCD contains screens and reports to help you to remember to contact your clients when they are due to be reviewed. Within Admin Reviews you will see a series of screens outlining when clients should be contacted.

The first screen shows any clients due for review within a specified month and year. These dates can be changed using the arrows next to the relevant box.

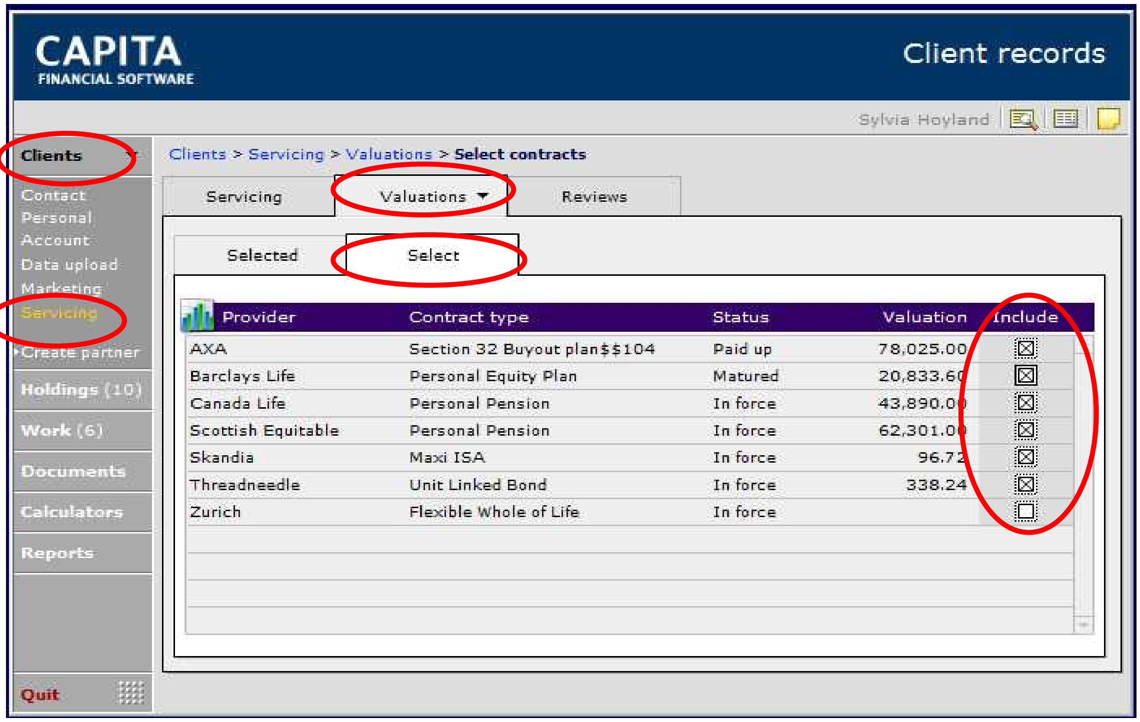


Renewals, maturities and valuations display in the same way as the clients with the option to print lists as required. The only difference being that on the valuations tab the date is set daily or for the next 7 days and not for a month at a time.

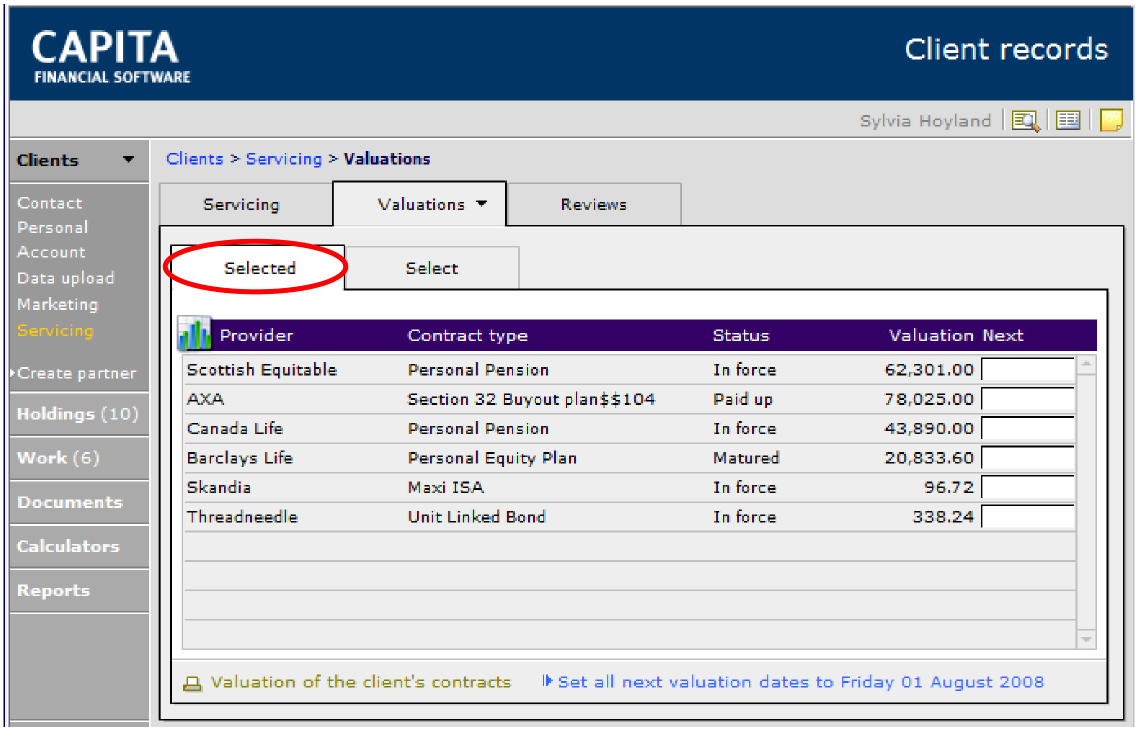
13. VALUATIONS

13.1. Scheduled Client Valuations

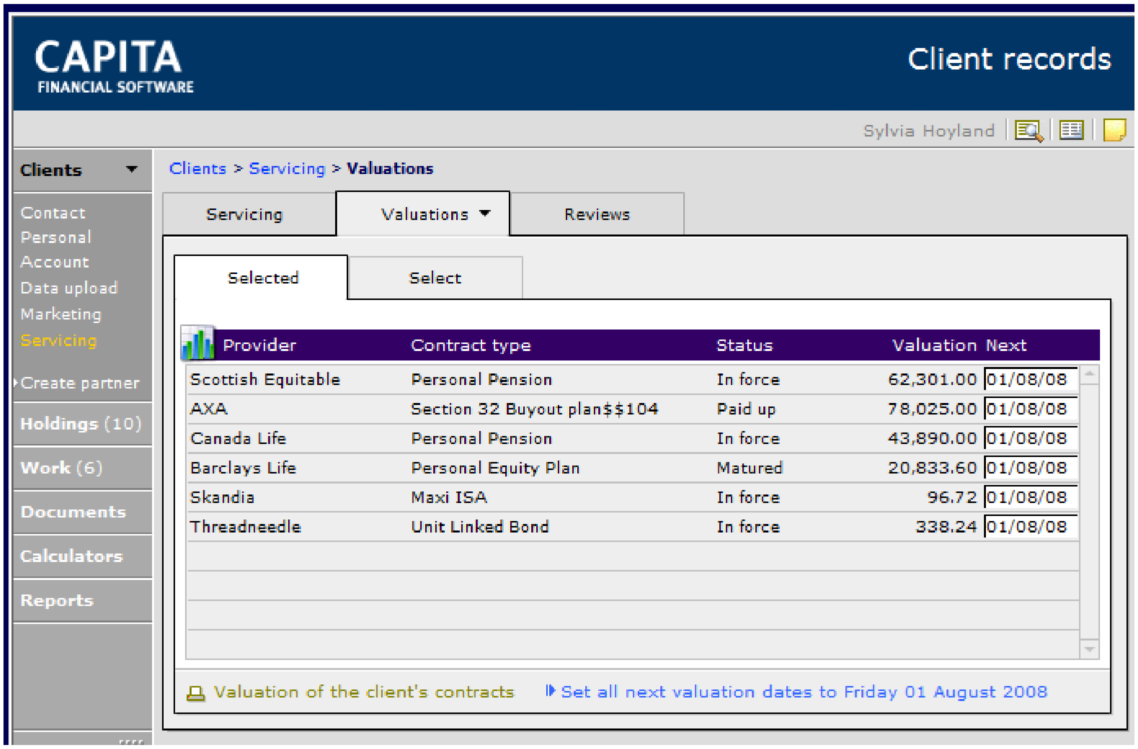
In the valuations tab there are 2 sections Select and Selected. Initially you need to go to the select tab. Here will be list of all the clients policies/holdings.



Mark the check box for each policy/holding that will require valuation. These will now appear in the Selected tab.



If any policy valuation dates have been set on the individual policy/holding then these dates will have fed through to the selected screen. Using the blue link Set all next valuation dates to Friday 01 August 2008 at the bottom of the screen will insert the next due valuation date as set on servicing tab.



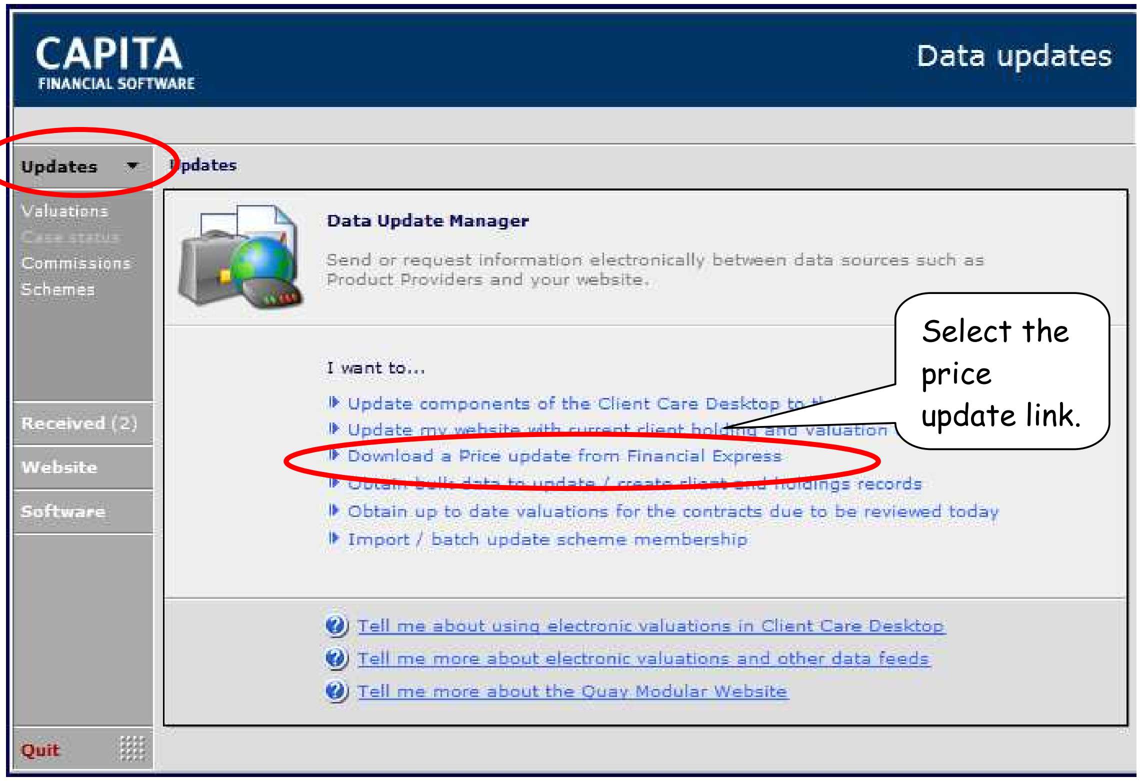
These will appear in the admin reviews tab as specified above.

13.2. Using Financial Express to Value holdings

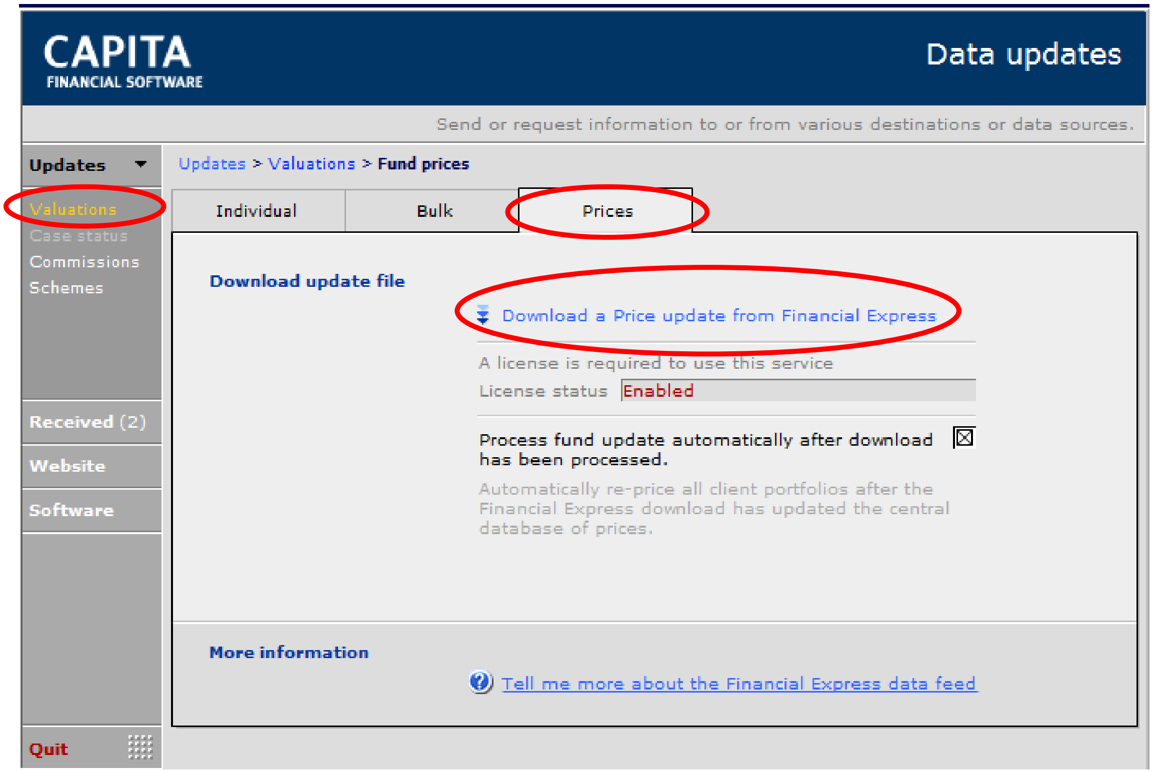
The financial express download performs several functions.

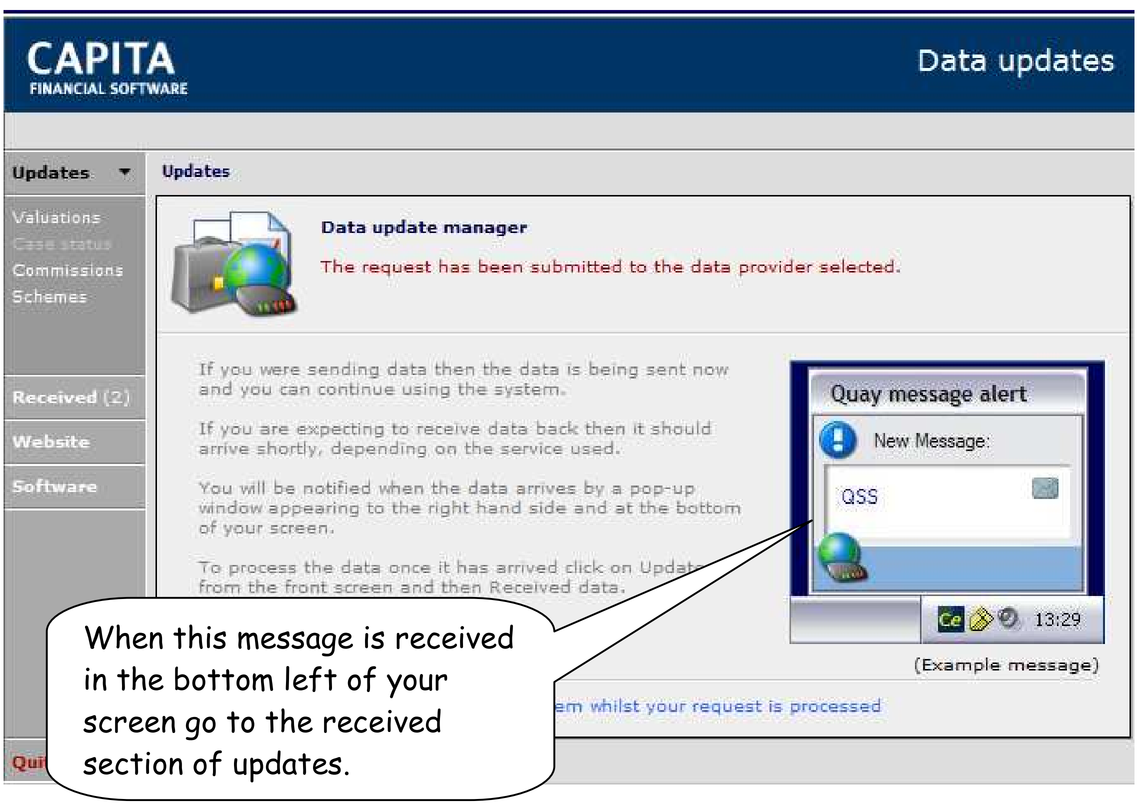
- Deletes the existing fund data table.
- Imports the new fund data table from financial express.
- Updates fund attached to clients holdings with the new bid price (and therefore a new value) where an exact match can be made between the fund attached to the holding and the fund information on the fund data table.

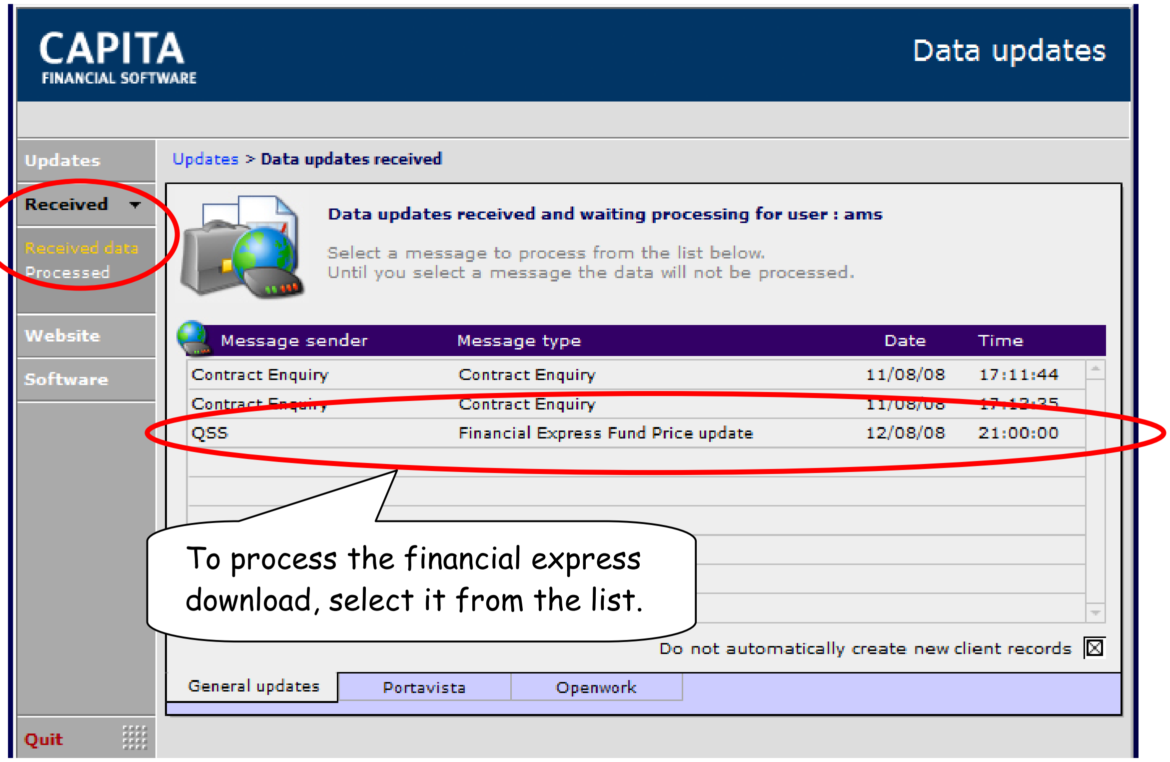
To access the financial express price feed you will need to go to the Updates module from the main CCD menu.



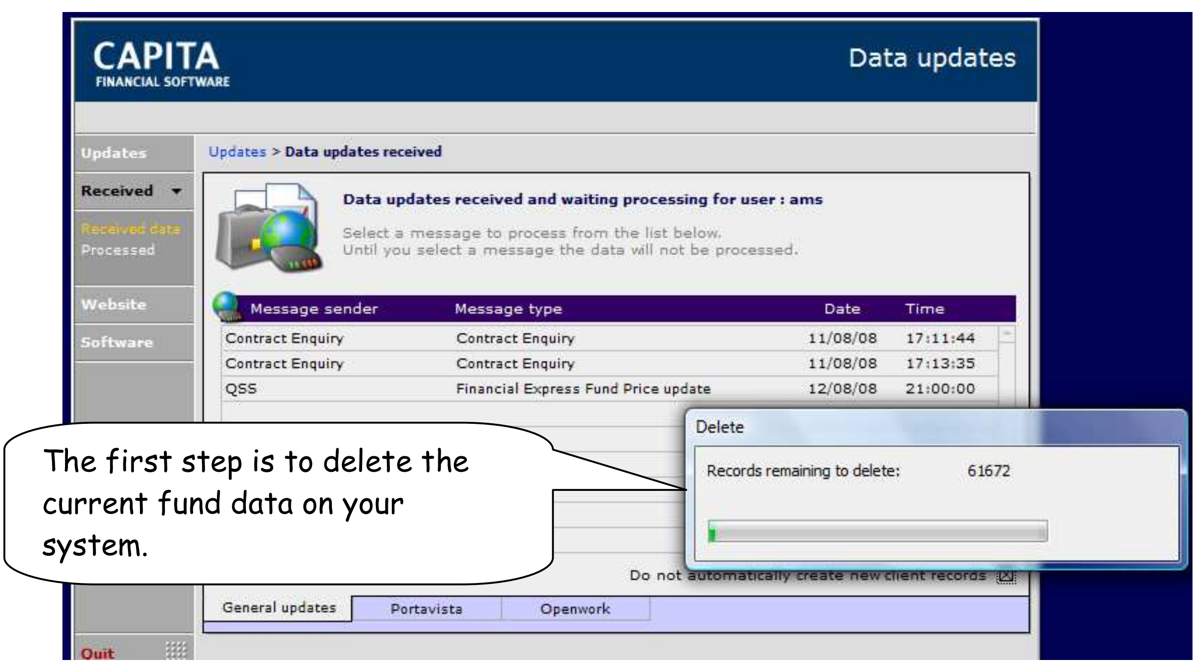
You can select to download the price update from the front screen or select valuations from the menu on the left hand side.

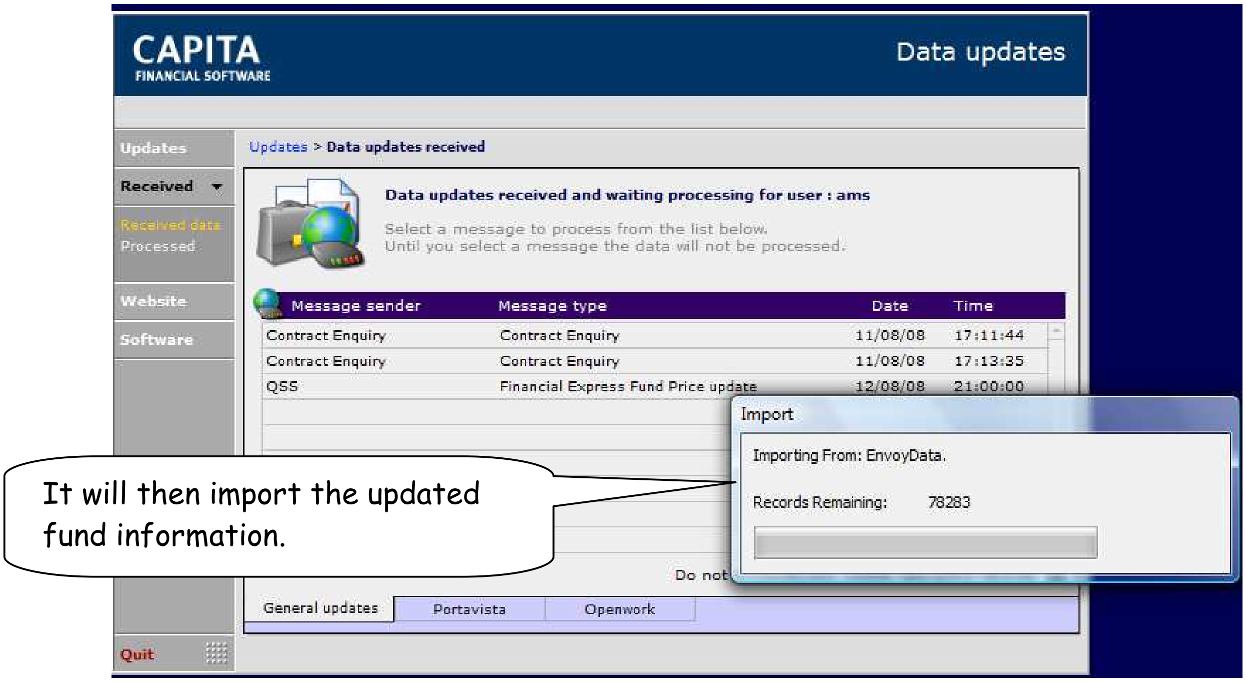

CAPITA
FINANCIAL SOFTWARE
Data updates
Send or request information to or from various destinations or data sources.
Updates
Valuations
Case status
Commissions
Schemes
Received (2)
Website
Software
Quit
Updates > Valuations > Fund prices
Individual
Bulk
Prices
Download update file
Download a Price update from Financial Express
A license is required to use this service
License status
Enabled
Process fund update automatically after download has been processed.
Automatically re-price all client portfolios after the Financial Express download has updated the central database of prices.
More information
Tell me more about the Financial Express data feed

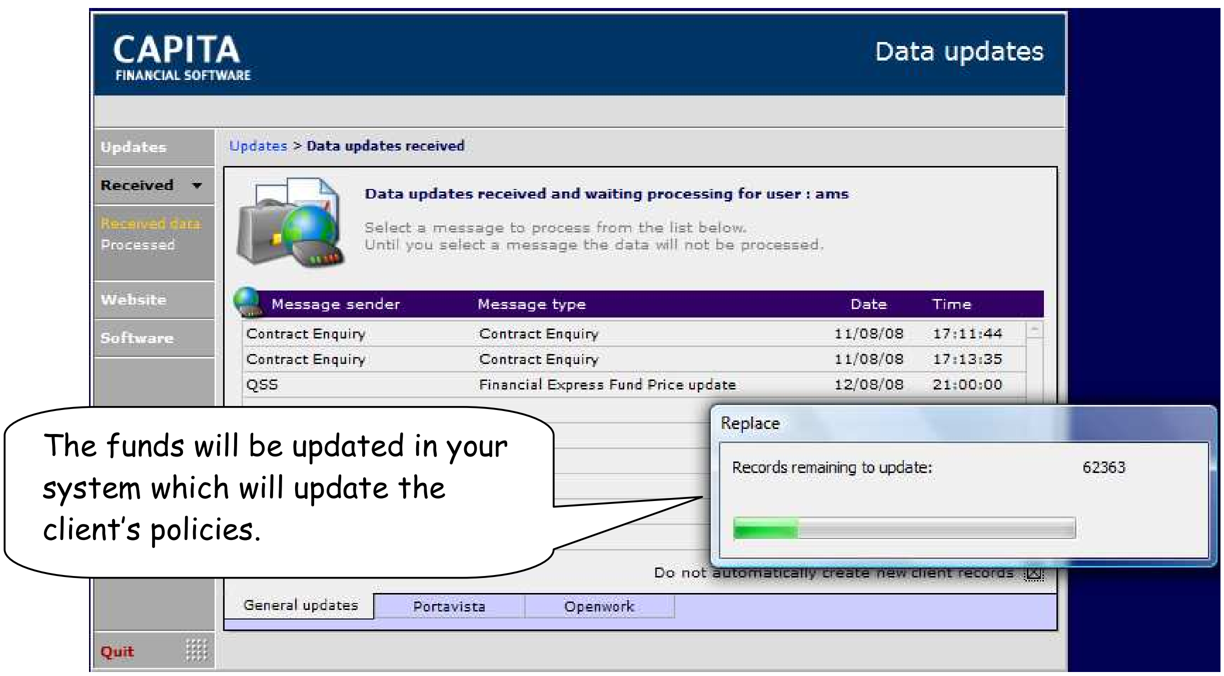

CAPITA
FINANCIAL SOFTWARE
Data updates
Updates
Valuations
Case status
Commissions
Schemes
Received (2)
Website
Software
Updates
Data update manager
The request has been submitted to the data provider selected.
If you were sending data then the data is being sent now and you can continue using the system.
If you are expecting to receive data back then it should arrive shortly, depending on the service used.
You will be notified when the data arrives by a pop-up window appearing to the right hand side and at the bottom of your screen.
To process the data once it has arrived click on Update from the front screen and then Received data.
Quay message alert
New Message:
QSS
13:29
(Example message)
em whilst your request is processed
When this message is received in the bottom left of your screen go to the received section of updates.



Once the update is started it will automatically run through each step as below.




Data updates
Updates > Data updates received
Data updates received and waiting processing for user : ams
Select a message to process from the list below.
Until you select a message the data will not be processed.
Message sender
Message type
Date
Time
Contract Enquiry
Contract Enquiry
11/08/08
17:11:44
Contract Enquiry
Contract Enquiry
11/08/08
17:13:35
QSS
Financial Express Fund Price update
12/08/08
21:00:00
Import
Importing From: EnvoyData.
Records Remaining: 78283
It will then import the updated fund information.
General updates
Portavista
Openwork
Updates
Received
Received data
Processed
Website
Software
Quit


Data updates
Updates > Data updates received
Data updates received and waiting processing for user : ams
Select a message to process from the list below.
Until you select a message the data will not be processed.
Message sender
Message type
Date
Time
Contract Enquiry
Contract Enquiry
11/08/08
17:11:44
Contract Enquiry
Contract Enquiry
11/08/08
17:13:35
QSS
Financial Express Fund Price update
12/08/08
21:00:00
Replace
Records remaining to update: 62363
The funds will be updated in your system which will update the client's policies.
Do not automatically create new client records
General updates
Portavista
Openwork
Updates
Received
Received data
Processed
Website
Software
Quit

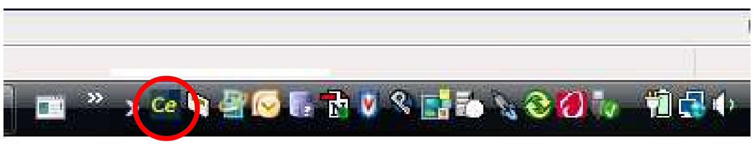
14. CONTRACT ENQUIRY

In order to use contract enquiry you must first ensure thayt you have signed up for this free service with the relevant product providers. You will also then need to configure your individual machines ready for use.

Documentation on how to sign up and implement contract enquiry can be found on our web site www.quaysoftware.co.uk in the downloads section.

Once signed up for contract enquiry there are a number of options available in order to get information from the contract enquiry providers.

The first method is to connect to contract enquiry using the "CE" icon which you will find in your systems tray.



This method is designed to get individual valuation information one at a time on an ad-hoc basis.

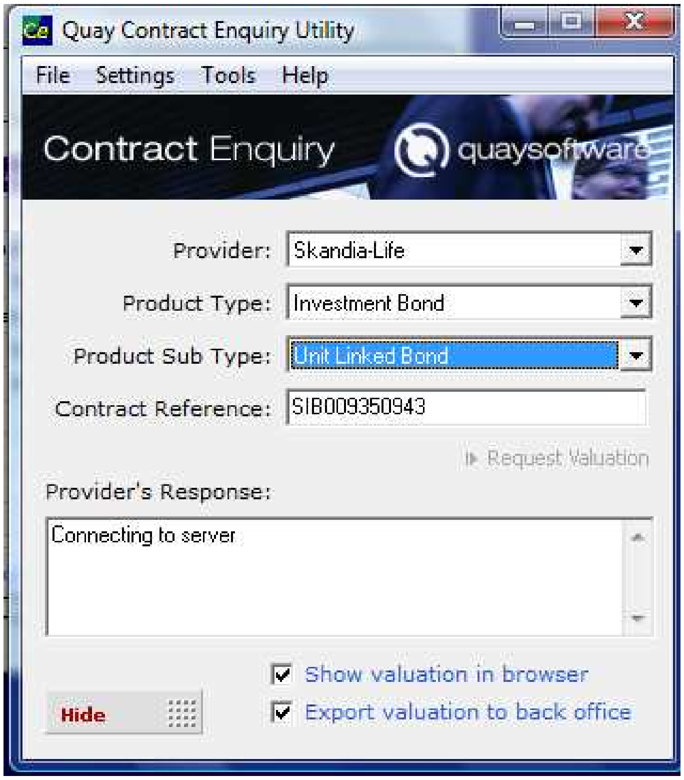
Once you have clicked on the icon the following screen will appear.

You will need to select the Provider, Product Type and Product Sub Type from the drop down menu's and then type in the Contract reference number. You must type the contract reference number in full as supplied by the provider. Also select how you want the valuation returned. ☑ Show valuation in browser, ☐ Export valuation to back office or select both together.

☑ Show valuation in browser will produce an on screen valuation indicating the client's contract details and fund information.
☐ Export valuation to back office is ticked then the system will produce an entry back into CCD and will update the client's holdings information.

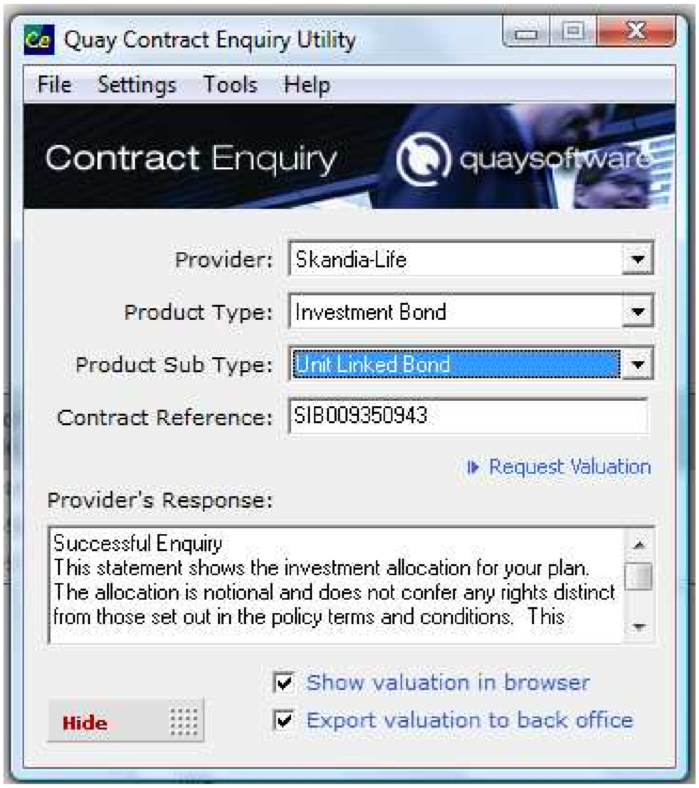
Once you have completed all details click on the Request Valuation link.

The system will now connect to the providers server.



When the Export valuation to back office link has been selected a confirmation message will pop up informing you that a message has been received into CCD.

Once this message is received then the contract enquiry window will confirm its status in the Providers response box.



If you have also ticked Show valuation in browser then on screen a valuation report similar to the one below will appear.

Valuation Report

Valuation

Current contract status:	In Force	Date:	11/08/2008
Contract holder:	Mary Demo Black	Time:	17:13:35
Contract provider:	Skandia-Life		
Contract number:	SIB009350943		
Product type:	Investment Bond		
Product subtype:	Unit Linked Bond		

Current holdings

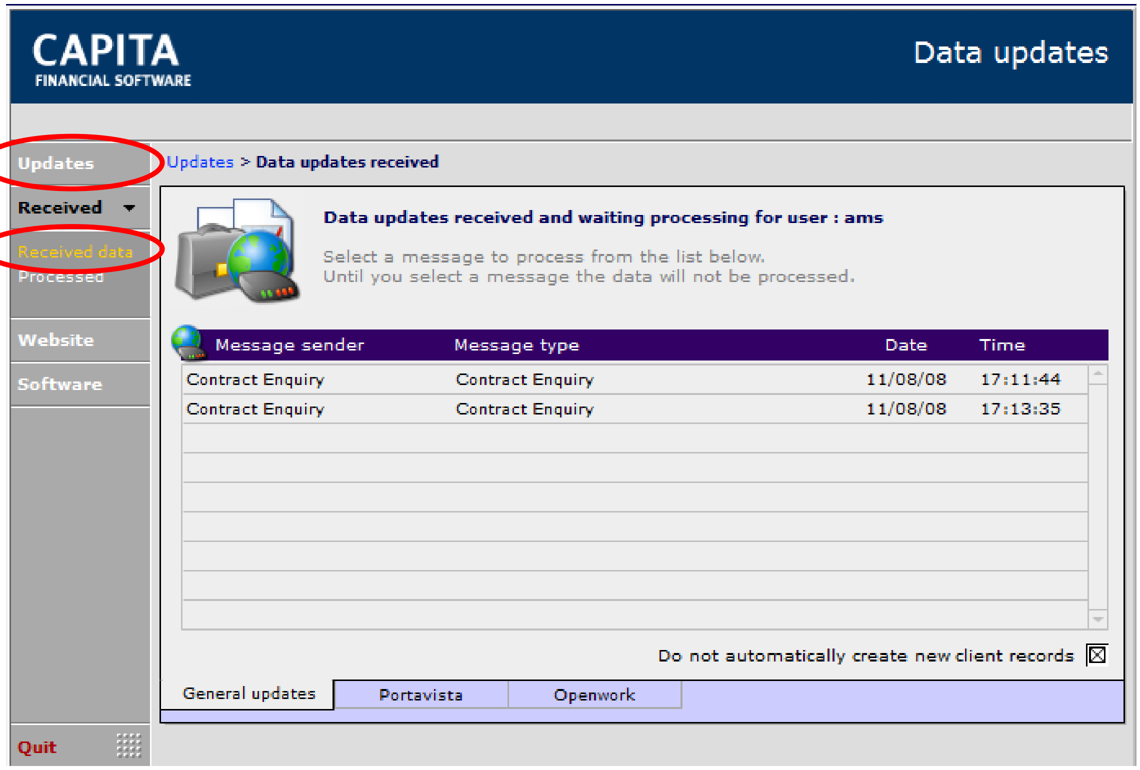
Fund name	Type of units held	Number of units held	Units valid at (date)	Unit price	Price valid (date)	Current value	Valuation currency
Balanced	Accumulation	14.4084	11/08/2008	7.6380	11/08/2008	110.05	GBP
Deposit	Accumulation	26.2599	11/08/2008	4.3220	11/08/2008	113.50	GBP
Cautious Life	Accumulation	45.4951	11/08/2008	2.4770	11/08/2008	112.69	GBP

Current surrender value ()

Surrender value

Surrender value amount	N/A
Surrender value terminal bonus	N/A
Surrender value total exit charge amount	N/A
Surrender value timestamp	N/A

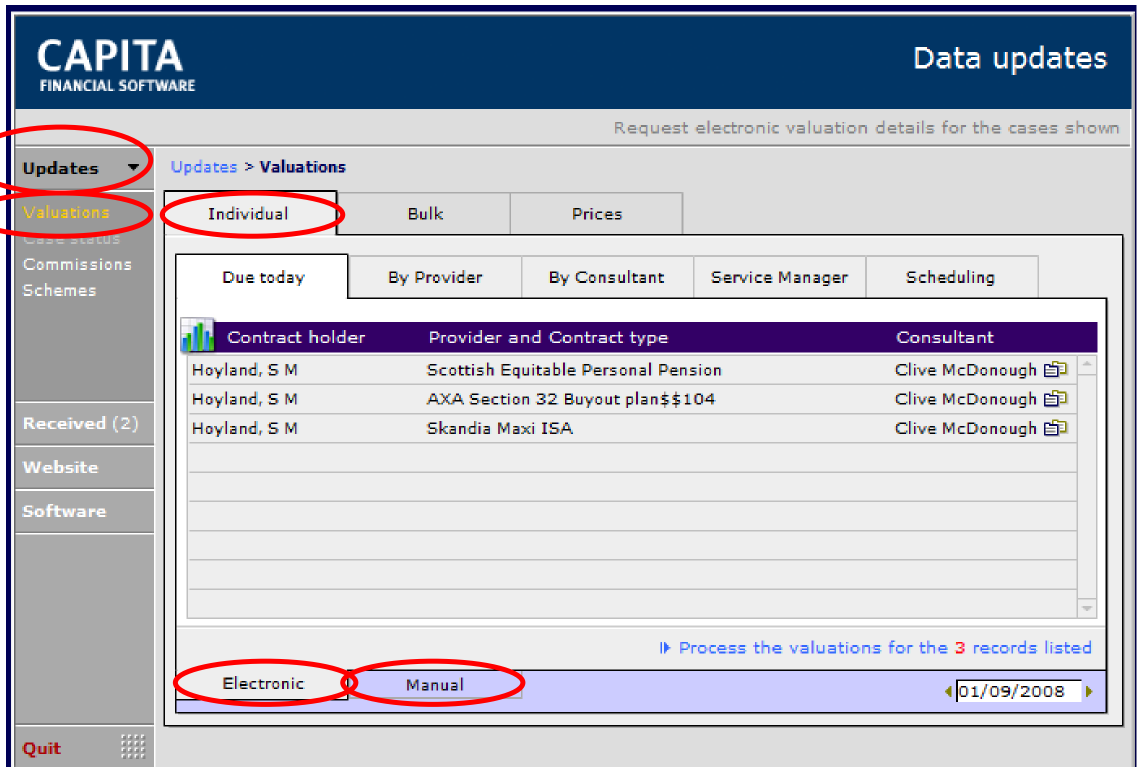
If you have chosen to export the information from contract enquiry back into CCD then you will now need to go to the Updates Received area of the system.



To process the download simply click onto the relevant message the system will populate the details back into CCD. If there is a problem with any of the messages, details are missing or incorrect then a message informing you of the problem will be displayed.

15. BULK VALUATIONS

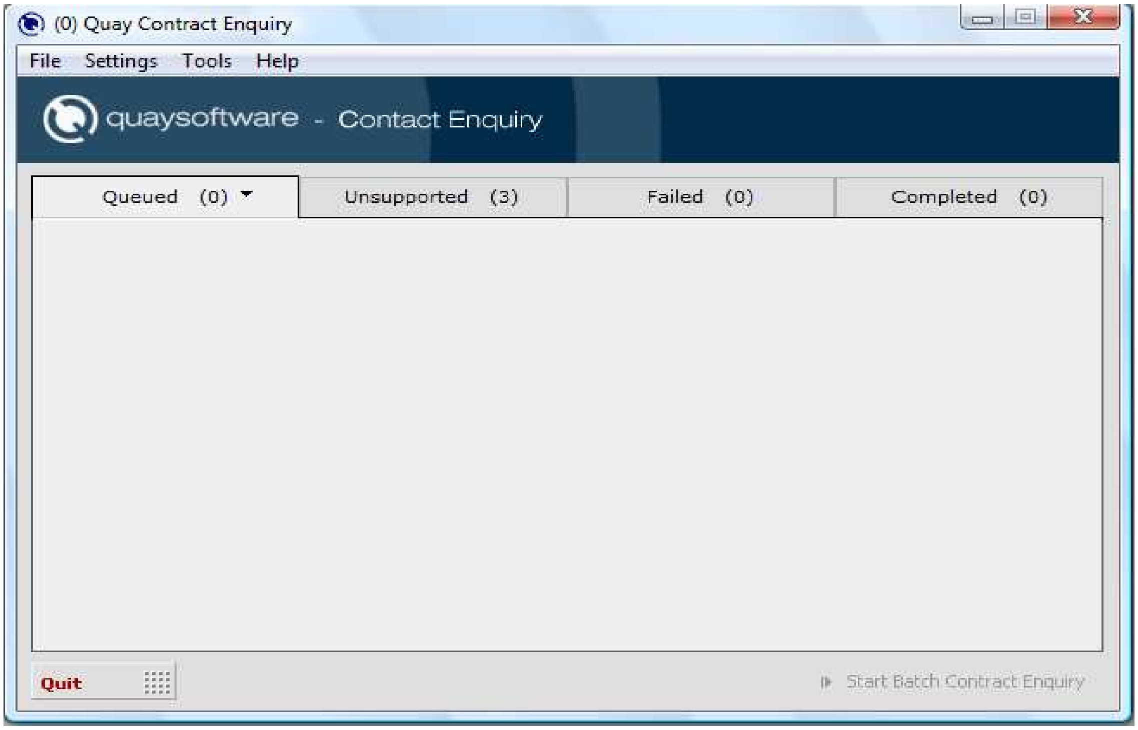
By selecting the contracts to be valued in the clients servicing section of CCD and setting the next valuation date you will be able to take advantage of the bulk updates facility in the updates section of CCD. To see these entries go to the Updates Valuation screens.



All valuations selected as due today in the Clients servicing section will appear in either the electronic or manual tabs of the Updates Valuations.

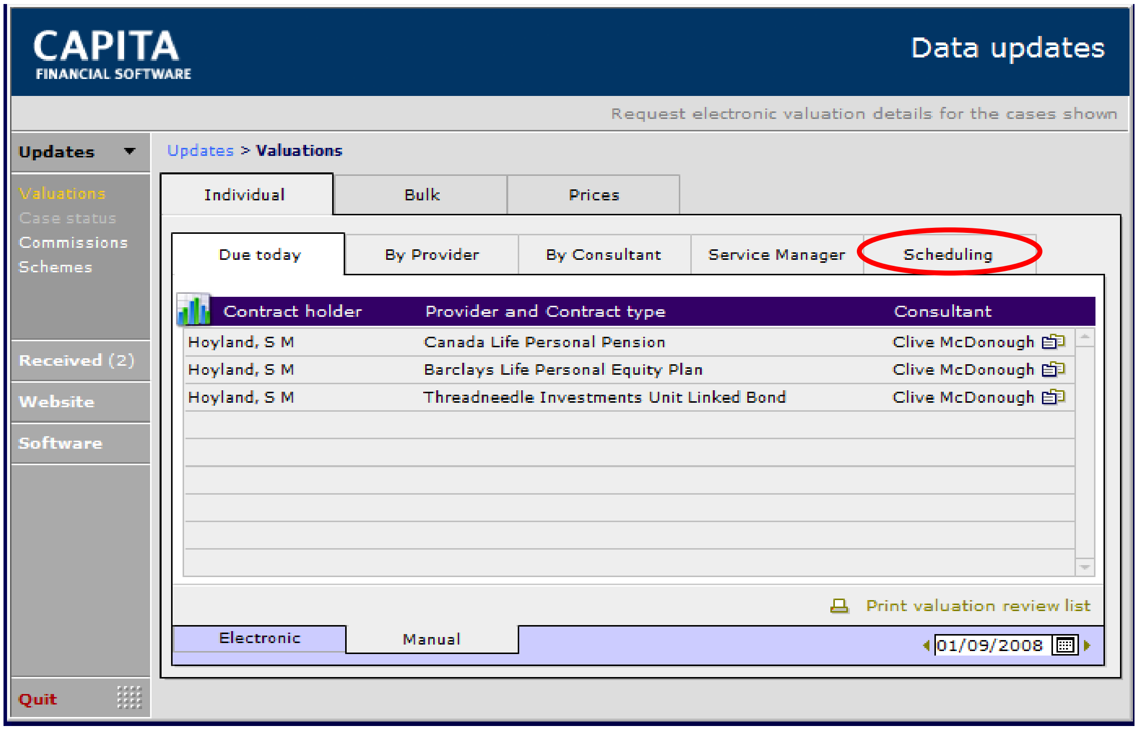
Under the electronic valuations all contracts that can be valued by Contract Enquiry will be listed. This list may comprise of more than 1 client.

To process all the contract enquiry valuations on bulk click onto the
Process the valuations for the 3 records listed link. This will take you through to the Bulk contract enquiry screen.

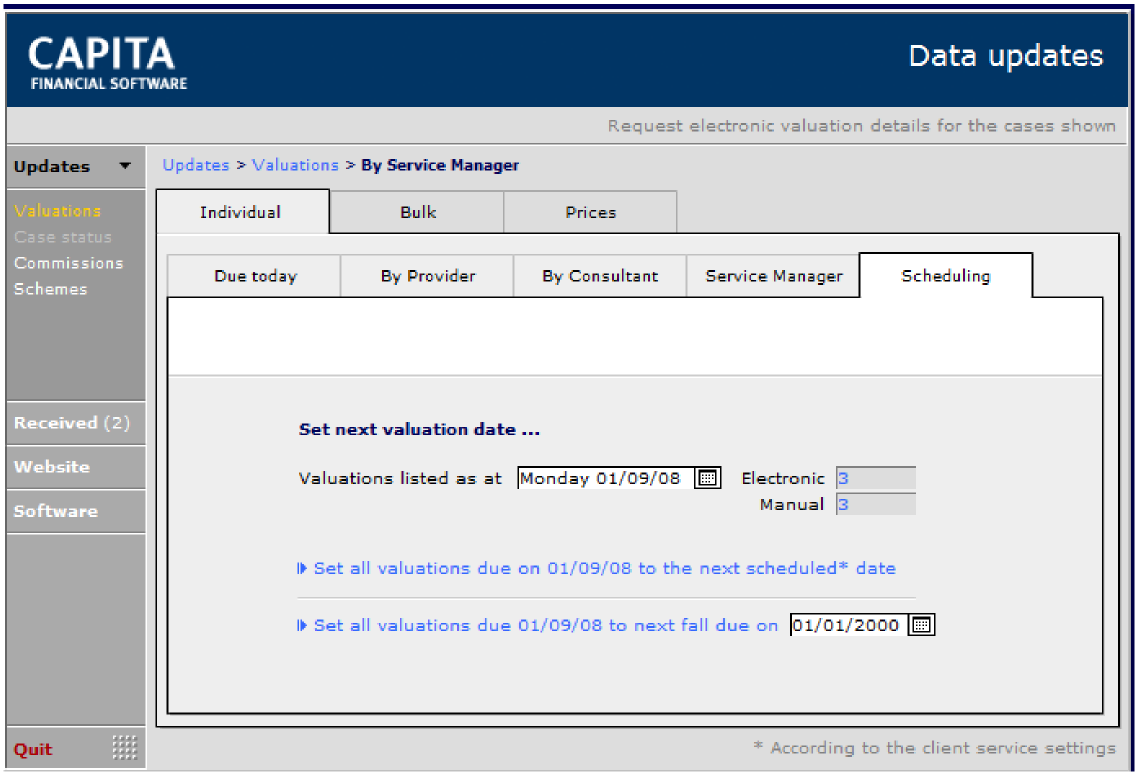


All the contracts waiting for valuation via contract enquiry will be listed here click onto the 

. All the valuations will then carry over to the received tab in the updates section ready for update to the clients holdings. Any contracts that cannot be valued via contract enquiry will be listed on the manual tab. You will need to perform manual valuations on these before proceeding.



Once all the valuations have been completed go to the Scheduling tab

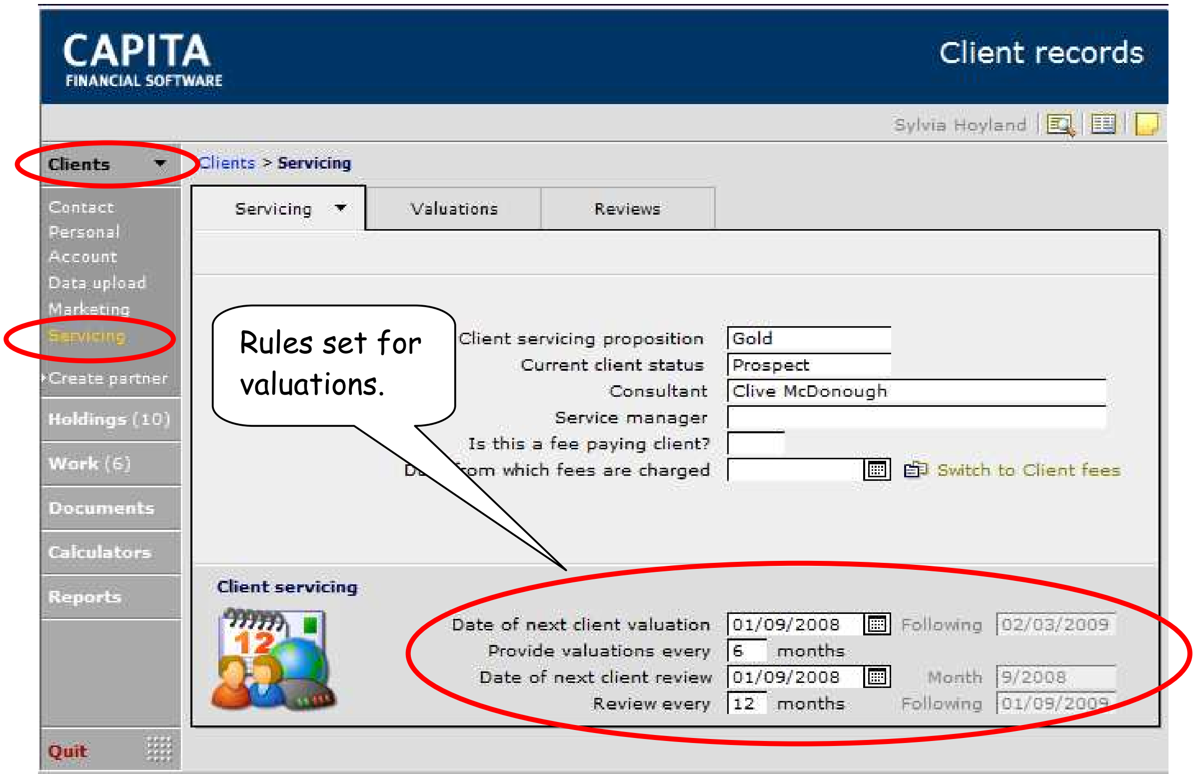


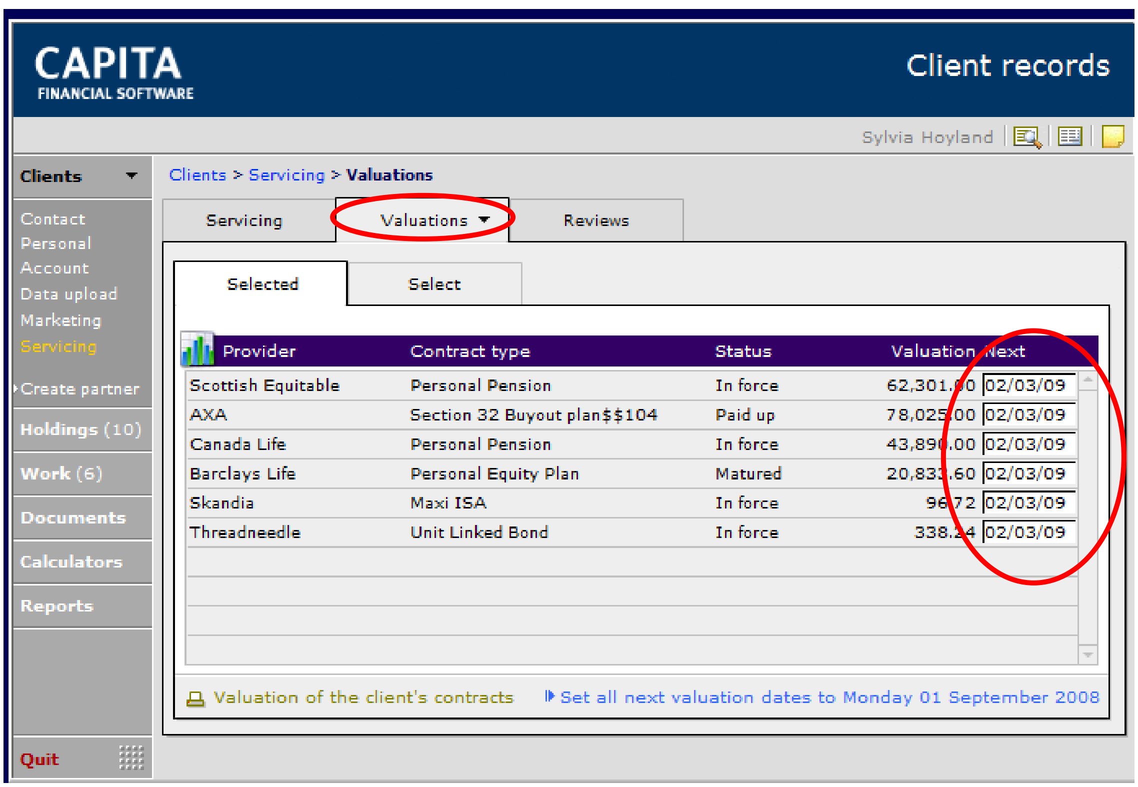
On the scheduling tab there are 2 options for resetting the valuation dates for all the contracts listed for valuation today.

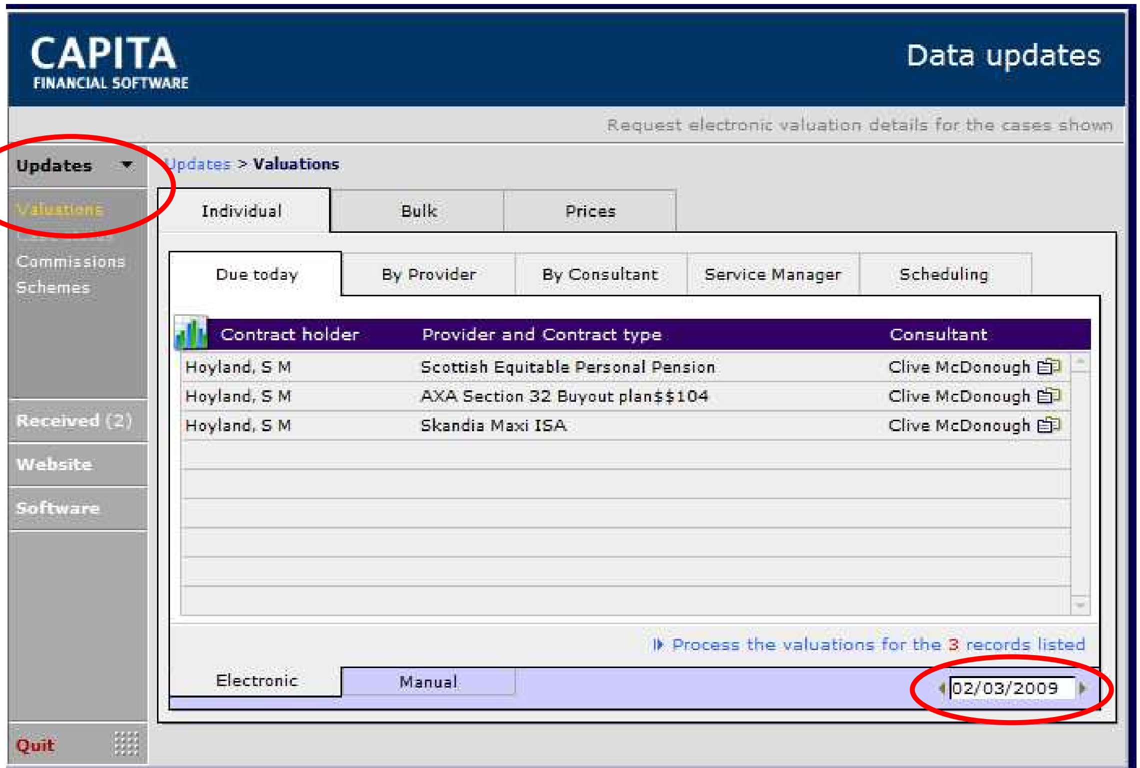
▸ Set all valuations due on 01/09/08 to the next scheduled* date This option will look at the "rule" set up in each clients servicing details and re-diarise the valuation accordingly.

▸ Set all valuations due 01/09/08 to next fall due on 01/01/2000 Here you have the option to move all the valuations due today to another date on mass. This is especially useful if there is staff sickness/holiday and you want to move the diary forward a couple of days.

To demonstrate this below is a screen shot of the clients valuations set in servicing after ▸ Set all valuations due on 01/09/08 to the next scheduled* date has been selected.


CAPITA
FINANCIAL SOFTWARE
Client records
Sylvia Hoyland
Clients
Clients > Servicing
Servicing
Valuations
Reviews
Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner
Holdings (10)
Work (6)
Documents
Calculators
Reports
Quit
Rules set for valuations.
Client servicing proposition
Gold
Current client status
Prospect
Consultant
Clive McDonough
Service manager
Is this a fee paying client?
Switch to Client fees
Client servicing
Date of next client valuation
01/09/2008
Following
02/03/2009
Provide valuations every
6
months
Date of next client review
01/09/2008
Month
9/2008
Review every
12
months
Following
01/09/2009


CAPITA
FINANCIAL SOFTWARE
Client records
Sylvia Hoyland
Clients
Clients > Servicing > Valuations
Servicing
Valuations
Reviews
Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner
Holdings (10)
Work (6)
Documents
Calculators
Reports
Quit
Selected
Select
Provider
Contract type
Status
Valuation
Next
Scottish Equitable
Personal Pension
In force
62,301.00
02/03/09
AXA
Section 32 Buyout plan$$104
Paid up
78,025.00
02/03/09
Canada Life
Personal Pension
In force
43,890.00
02/03/09
Barclays Life
Personal Equity Plan
Matured
20,833.60
02/03/09
Skandia
Maxi ISA
In force
96.72
02/03/09
Threadneedle
Unit Linked Bond
In force
338.24
02/03/09
Valuation of the client's contracts
Set all next valuation dates to Monday 01 September 2008



As you will see from the clients record the front "rule" screen has not changed but the dates set for each contract to be renewed have changed and carried forward in the valuation diary in the updates section.